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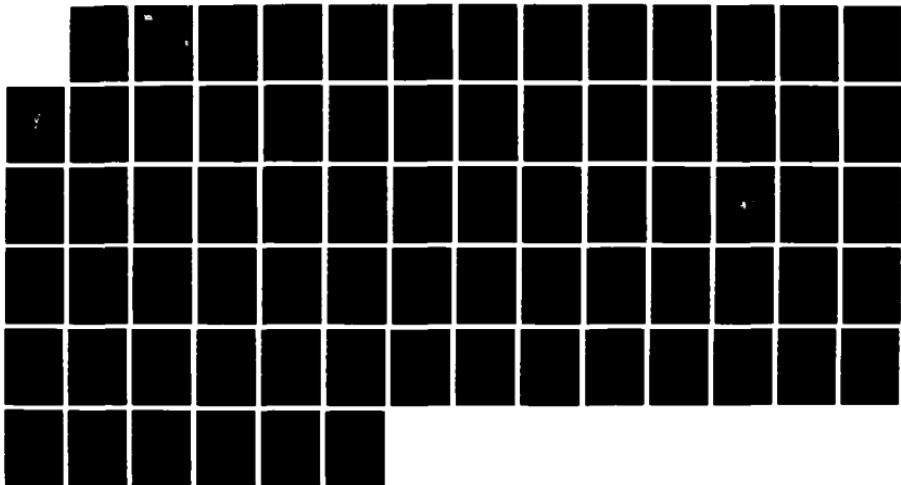
REPROGRAPHICS CAREER LADDER AFSC 703X0(U) AIR FORCE  
OCCUPATIONAL MEASUREMENT CENTER RANDOLPH AFB TX FEB 88

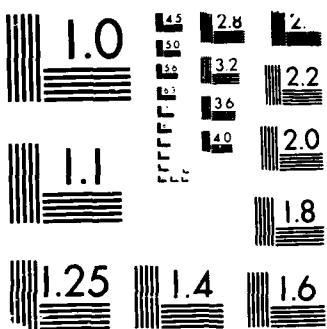
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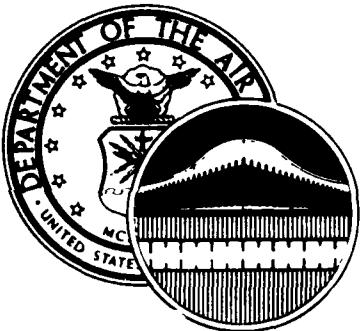


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UNITED STATES AIR FORCE

# OCCUPATIONAL SURVEY REPORT

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REPROGRAPHICS CAREER LADDER

AFSC 703X0

AFPT 90-703-767

FEBRUARY 1988

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OCCUPATIONAL ANALYSIS PROGRAM  
USAF OCCUPATIONAL MEASUREMENT CENTER  
AIR TRAINING COMMAND  
RANDOLPH AFB, TEXAS 78150-5000

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AFHRL/ID	1		1m	1m/1h
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HQ PACAF/DAR	1		1	
HQ PACAF/TTGT	1		1	
HQ SAC/DAR	1		1	
HQ SAC/TTGT	1		1	
HQ TAC/DAPR	1		1	
HQ TAC/TTGT	1		1	
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3300 TCHTW/TTGX (KEESLER AFB MS)	1	1	1	1
3300 TCHTW/TTS (KEESLER AFB MS)	1		1	
3400 TCHTG/TTGU-A (KEESLER AFB 39534-5000)	2	2	2	2
3507 ACS/DPKI	1			
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## PREFACE

This report presents the results of a detailed Air Force occupational survey of the Reprographics career ladder (AFSC 703X0). The project was undertaken at the request of the Combat Support Training Division, Headquarters Air Training Command, Randolph Air Force Base, Texas. Priority was established by the Occupational Analysis Program Priorities Working Group (PWG) in accordance with AFR 35-2.

The survey instrument used in this project was developed by Chief Master Sergeant Tom DeAngelis, Inventory Development Specialist. Computer support for this project was provided by Ms Becky Hernandez, and Mr Richard Ramos provided administrative support. Second Lieutenant Ernest T. Demetriades, Occupational Analyst, analyzed the survey and wrote the final report. The report has been reviewed and approved by Lieutenant Colonel Thomas E. Ulrich, Chief, Airman Analysis Branch, Occupational Analysis Division, USAF Occupational Measurement Center.

Copies of this report are distributed to Air Staff sections, major commands, and other interested training and management personnel. Additional copies, and computer printouts from which this report was produced, may be obtained on request from the USAF Occupational Measurement Center, Attention: Chief, Occupational Analysis Division (OMY), Randolph AFB, Texas 78150-5000.

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## SUMMARY OF RESULTS

1. Survey Coverage: In the spring of 1987, inventory booklets were administered worldwide to Reprographics career ladder (AFSC 703X0) incumbents. The survey sample contained 461 respondents, representing 67 percent of all assigned personnel.

2. Specialty Jobs: Three clusters (containing six jobs) and five independent jobs were identified in the career ladder structure analysis. Supervisory, micrographic, and general printing personnel composed the three clusters. The remaining jobs were oriented toward technical and administrative functions. *Keywords: Selection, Assessment, Careers, Training, Job Satisfaction, Skills.*

3. Career Ladder Progression: Both 3- and 5-skill level personnel performed essentially the same job, which was primarily technical in most cases. Some 5-skill level personnel performed administrative and managerial functions. Seven-skill level personnel reported responsibility for performing mostly supervisory or managerial duties, while spending a small part of their time on a wide variety of technical tasks. The 9-skill level members spent nearly all of their time supervising.

4. AFR 39-1 Specialty Descriptions: The 3-, 5-, and 9-skill level descriptions accurately depict the nature of the respective jobs. The 7-skill level description implies these personnel perform more technical duties than were actually performed by the 7-level personnel in the survey.

5. Training Analysis: Although the tentative Specialty Training Standard (STS) of August 1987 is very comprehensive, several of the elements have proficiency codes that are not supported by survey data. The Plan of Instruction (POI) is well supported for the most part; however, two of the objectives contain tasks performed by low percentages of first-job and first-enlistment airmen. Also, several tasks performed by high percentages of respondents were not referenced in the POI. These discrepancies suggest a need for a review of both the STS and POI for possible refinements.

6. Job Satisfaction: Overall, job satisfaction and utilization of talents and training indicators increased from the 1981 Reprographics Occupational Survey Report. When comparing specialty jobs, the supervisory, managerial, and administrative personnel consistently showed a more positive view of job satisfaction and utilization of talents and training than the technical personnel.

7. MAJCOM Analysis: A MAJCOM analysis compared job incumbents from the seven major commands within the Reprographics career ladder. Very few differences were found.

8. Implications: The training program appears to require some adjustments. Specifically, the STS analysis highlighted a need for proficiency coding changes, while the POI analysis revealed several unreferenced tasks and two unsupported objectives.

OCCUPATIONAL SURVEY REPORT  
REPROGRAPHICS CAREER LADDER  
(AFSC 703X0)

INTRODUCTION

This is a report of an occupational survey of the Reprographics career ladder completed in December 1987, by the Occupational Analysis Division, USAF Occupational Measurement Center. The occupational survey was conducted in response to a request from HQ ATC/TTOC for occupational data on jobs and tasks performed by AFSC 703X0 personnel for use in determining training requirements and validating the Specialty Training Standard (STS).

As described in AFR 39-1 Specialty Descriptions, personnel in the Reprographics career ladder are responsible for operating and maintaining printing and duplicating equipment, as well as monitoring the base copier program. Entry into the career ladder is either by direct duty assignment or by attending a Category B 18-week formal training course conducted at Ft Belvoir VA. An Armed Services Vocational Aptitude Battery (ASVAB) general score of 30 is required for entry into the career ladder.

SURVEY METHODOLOGY

Inventory Development

The data collection instrument for this occupational survey was USAF Job Inventory AFPT 90-703-767, dated February 1987. A preliminary task list was prepared after reviewing pertinent career ladder publications and directives, tasks from the previous job inventory, and data from the 1981 Reprographics (AFSC 703X0) occupational survey report (OSR). This preliminary task list was refined and validated through personal interviews with training and operational subject-matter experts selected to cover a wide variety of AFSC 703X0 functions at the following locations:

<u>BASE</u>	<u>REASON FOR VISIT</u>
Langley AFB VA	MAJCOM Printing Plant (TAC)
Boiling AFB DC	HQ USAF/DAP Functional Managers
Ft Belvoir VA	Defense Mapping School
Scott AFB IL	MAJCOM Printing Plant (MAC)

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Offutt AFB NE	MAJCOM Printing Plant (SAC)
Charleston AFB SC	Duplicating Center (MAC)
Eglin AFB FL	Micrographics (TAC)
Keesler AFB MS	Printing Plant (ATC)

This process resulted in a final job inventory containing a list of 447 tasks grouped within 14 duty headings and a background section which captured information about each respondent, such as grade, TAFMS, duty title, and job interest.

#### Survey Administration

Consolidated Base Personnel Offices (CBPO) in operational units worldwide administered the inventory to personnel holding AFSC 703X0. These job incumbents were selected from a computer-generated mailing list obtained from personnel data tapes maintained by the Air Force Human Resources Laboratory (AFHRL).

Each individual completed the background information section and checked each task performed in their current job. After checking the tasks performed, the incumbent rated each task on a 9-point scale showing relative time spent on that task compared to other tasks performed. The ratings ranged from 1 (very small amount of time spent) through 5 (average amount of time spent) to 9 (very large amount of time spent).

To determine relative time spent for each task checked by a respondent, all of an incumbent's ratings are assumed to account for 100 percent of the incumbent's time spent on the job and are summed. Each task rating is then divided by the total task ratings and then multiplied by 100. This procedure provides a basis for comparison of tasks in terms of percent members performing and average percent time spent.

#### Survey Sample

Eligible AFSC 703X0 personnel (those who had been working in their present job at least 6 weeks) were administered survey booklets. Table 1 shows the percentage distribution, by major command, of assigned personnel in the career ladder as of February 1987. Also listed in this table is the percentage distribution, by major command, of respondents in the final survey sample. As can be seen from this data, the sample generally parallels assigned strength. The 461 respondents included in the final survey sample represent 67 percent of the total assigned AFSC 703X0 career ladder personnel. Table 2 reflects the paygrade group distribution. As reflected in these tables, the survey sample provided a good representation of the career ladder population.

TABLE 1  
COMMAND REPRESENTATION OF SURVEY SAMPLE

<u>COMMAND</u>	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE</u>
SAC	27	26
TAC	16	18
USAFE	18	16
MAC	11	11
ATC	8	8
PACAF	4	4
AFSC	6	5
OTHER	10	12
 TOTAL ASSIGNED*	684	
TOTAL ELIGIBLE FOR SURVEY**	581	
TOTAL IN SAMPLE	461	
PERCENT OF ASSIGNED IN SAMPLE	67%	
PERCENT OF ELIGIBLE IN SAMPLE	79%	

\* As of February 1987

\*\* Excludes those in PCS status, students, hospitalized personnel, and personnel with less than 6 weeks on the job

TABLE 2  
PAYGRADE REPRESENTATION OF SURVEY SAMPLE

<u>PAYGRADE</u>	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE</u>
E-1, 2, or 3	31	32
E-4	30	30
E-5	18	19
E-6	11	8
E-7	7	8
E-8	2	2
E-9	1	1

\* As of February 1987

### Task Factor Administration

In addition to completing the job inventory, selected senior AFSC 703X0 personnel were asked to complete a second booklet for either training emphasis (TE) or task difficulty (TD). The TE and TD booklets were processed separately from the job inventories. The rating information and data obtained from the TE and TD booklets were used in analyses discussed later in this report.

Training Emphasis (TE). Individuals completing TE booklets were asked to rate tasks on a 10-point scale ranging from no training required to extremely heavy training required. Training emphasis is a rating of which tasks require structured training for first-term personnel. Structured training is defined as training provided at resident technical schools, field training detachments (FTD), formal on-the-job training (OJT), or any other organized training method. TE data were independently collected from 58 experienced AFSC 703X0 personnel stationed worldwide. The interrater reliability (as assessed through components of variance of standard group means) was .94, which statistically indicates raters highly agreed on the tasks requiring some form of structured training to support first-enlistment jobs. If the raters were in complete agreement on what tasks were important for first-enlistment training, the interrater reliability would be 1.0.

Task Difficulty (TD). Those senior technicians completing a TD booklet were asked to rate all inventory tasks on a 9-point scale (from extremely low to extremely high) as to relative task difficulty. Task difficulty is defined as the length of time required by an average incumbent to learn to do the task. TD data were collected from 60 experienced AFSC 703X0 personnel stationed worldwide. As with TE ratings, if all raters were in complete accord on the relative difficulty of tasks in the inventory, the interrater reliability would be 1.0. The interrater reliability for the TD raters was .92, indicating very good agreement on the relative degree of difficulty to learn each task in the inventory.

When used in conjunction with other factors, such as percent members performing, TD and TE ratings can provide insight into training requirements. Such information helps in evaluating efficiency of training programs.

### SPECIALTY JOBS (Career Ladder Structure)

The USAF Occupational Analysis Program includes an examination of the career ladder structure on the basis of similarity of tasks performed and the percent of time spent ratings provided by job incumbents, independent of background or specialty factors.

For the purpose of organizing individual jobs into similar units of work, an automated job clustering program is used. Each individual job description in the sample is compared to every other job description in terms of tasks

performed and the relative amount of time spent on each task in the job inventory. The automated system is designed to locate the two job descriptions with the most similar tasks and percent time ratings and combine them to form a composite job description. In successive stages, new members are added to initial groups or new groups are formed based on the similarity of tasks and percent of time ratings in each individual job description. This procedure is continued until all individuals and groups are combined to form a single composite representing the total survey sample.

The basic identifying group used in the job structuring process is the job type. A job type is a group of individuals who perform many of the same tasks and spend similar amounts of time performing them. When there is a substantial degree of similarity between different job types, they are grouped together and labeled as clusters. In many career ladders, there are specialized job types that are too dissimilar to be grouped into any cluster. These unique groups are labeled independent job types.

#### Structure Overview

- I. REPROGRAPHIC SUPERVISORS (STG076, N=98)
- II. COPIER MANAGERS (STG059, N=30)
- III. GENERAL PRINTING PERSONNEL (STG039, N=186)
  - A. Duplicating Center Printing Personnel (STG089, N=137)
  - B. Printing Plant Printing Personnel (STG081, N=29)
- IV. PRINTING PRESS PERSONNEL (STG065, N=9)
- V. BINDERY PERSONNEL (STG097, N=11)
- VI. PRODUCTION CONTROL PERSONNEL (STG033, N=38)
  - A. Duplicating Center Production Control Personnel (STG049, N=23)
  - B. Printing Plant Production Control Personnel (STG090, N=11)
- VII. PHOTOLITHOGRAPHY PERSONNEL (STG053, N=6)
- VIII. MICROGRAPHICS PERSONNEL (STG022, N=23)
  - A. Micrographics Specialists (STG072, N=14)
  - B. Micrographics NCOICs (STG063, N=7)

These clusters and independent job types accounted for 87 percent of the survey sample. The remaining 13 percent did not group with any of the clusters or independent job types because of the uniqueness of the job they perform, or the manner in which they responded to the tasks listed in the job inventory.

### Job Descriptions

The following paragraphs describe the job groups identified from the computer analysis. Figure 1 illustrates the relative size of each cluster and independent job type within the total sample. Selected background information such as DAFSC, average TAFMS, and percent members supervising is provided for these groups in Table 3. Data concerning the relative time spent in each of the 14 duties for personnel in each group is in Table 4. Representative tasks for the clusters and independent jobs are given in Appendix A.

I. REPROGRAPHIC SUPERVISORS (STG076, N=98). These 98 respondents are the most experienced personnel in the survey, averaging 14 years TAFMS. The majority of their time (57 percent) is spent performing supervisory and managerial duties. Common job titles reported by the respondents include NCOIC, Assistant NCOIC, Chief, and Assistant Chief of Base Reprographics, Reprographics Branch, and Reprographics Management. Eighty-six percent indicated they supervise personnel, with the average number supervised being four subordinates. Performing an average of 133 tasks, they perform such tasks as:

- maintain customer relations
- prepare reports
- determine work priorities
- interpret policies, directives, or procedures for subordinates
- counsel personnel on personal or military-related problems
- determine most economical methods of reproduction
- establish production standards

Several variations within this job were noted. These variations include members who spend slightly more time performing budget and commercial procurement tasks, personnel-related tasks, or supply and scheduling tasks.

II. COPIER MANAGERS (STG059, N=30). Comprising 7 percent of the survey sample, these 30 incumbents are responsible for monitoring their base copier program. Performing an average of 62 tasks, the airmen spend 32 percent of their time on copy management functions. Characteristic tasks include:

- evaluate copier justification
- maintain records of copier monitors
- implement copier programs

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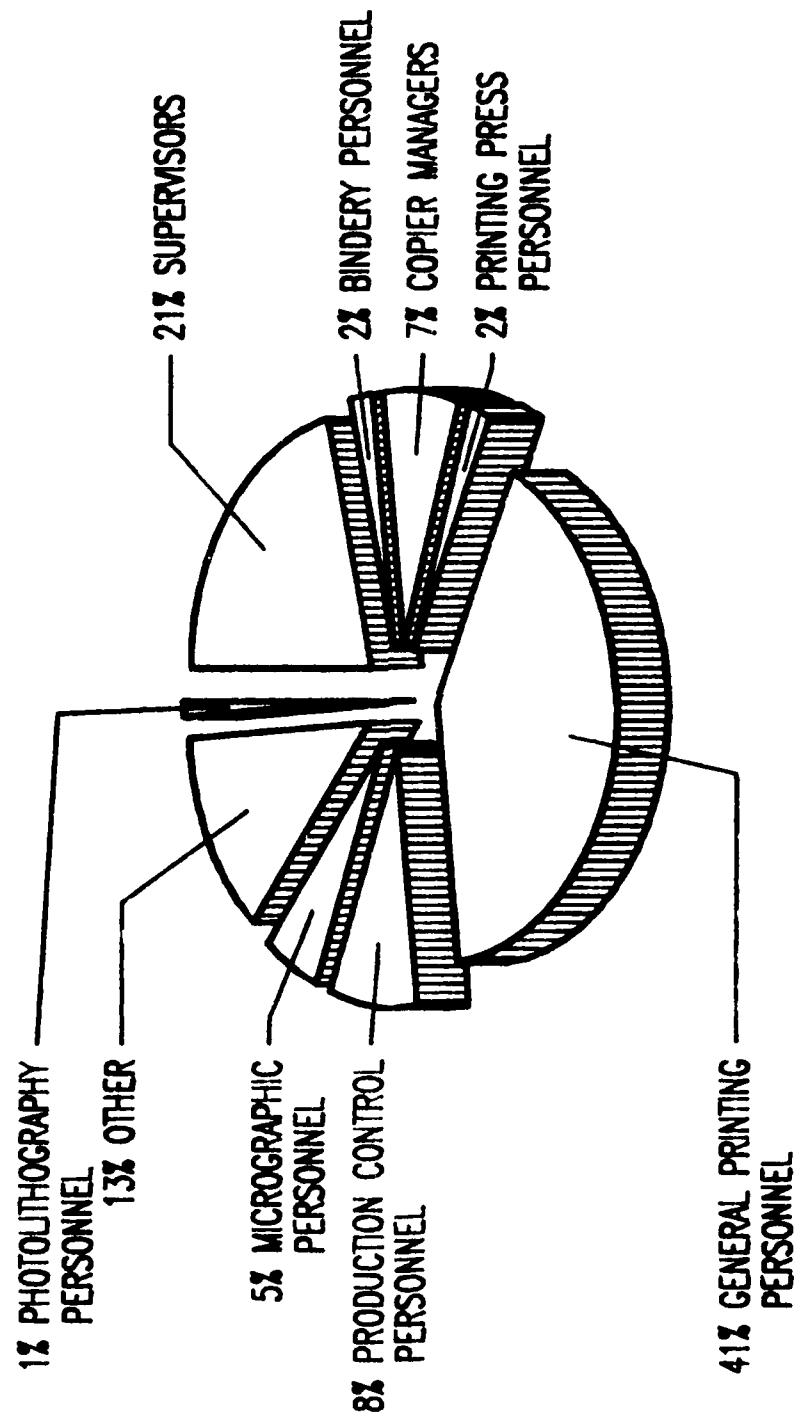


Figure 1

TABLE 3  
SELECTED BACKGROUND DATA FOR 703X0 CAREER LADDER JOBS

	REPROGRAPHIC SUPERVISORS (STG076)	COPIER MANAGERS (STG059)	JOB TYPES		
			GENERAL PRINTING PERSONNEL CLUSTER (STG039)	DUPPLICATING CENTER	PRINTING PLANT PRINTING PERSONNEL (STG081)
NUMBER IN GROUP	98	30	186	137	29
PERCENT OF TOTAL SAMPLE	21%	7%	41%	30%	6%
PERCENT IN CONUS	66%	60%	74%	74%	76%
DAFSC DISTRIBUTION (PERCENT RESPONDING):					
70330	2%	7%	19%	20%	28%
70350	33%	67%	72%	73%	52%
70370	54%	27%	9%	7%	21%
70390	8%	-	-	-	-
70300	3%	-	-	-	-
PREDOMINANT GRADES					
AVERAGE MONTHS IN PRESENT JOB	E5-E7	E4-E5	E3-E4	E3-E4	E3-E5
AVERAGE TICF (MOS)	41	28	21	21	17
AVERAGE TAFMS (MOS)	142	91	46	47	65
PERCENT FIRST ENLISTMENT	164	106	53	48	78
AVERAGE NUMBER OF TASKS PERFORMED	133	62	114	97	225
PERCENT SUPERVISING	86%	33%	13%	9%	34%

- Denotes less than 1 percent

TABLE 3 (CONTINUED)  
SELECTED BACKGROUND DATA FOR 703X0 CAREER LADDER JOBS

	PRINTING PRESS PERSONNEL (STG065)	BINDER PERSONNEL (STG097)	JOB TYPES		PRINTING PLANT PC PERSONNEL (STG090)
			DUPLICATING CENTER PC PERSONNEL (STG049)	PRODUCTION CONTROL PERSONNEL CLUSTER (STG033)	
NUMBER IN GROUP	9	11	38	23	11
PERCENT OF TOTAL SAMPLE	2%	2%	8%	5%	2%
PERCENT IN CONUS	78%	91%	79%	65%	100%
DAFSC DISTRIBUTION (PERCENT RESPONDING):					
70330	44	18%	16%	13%	18%
70350	56%	82%	79%	87%	64%
70370	-	-	5%	-	18%
70390	-	-	-	-	-
70300	-	-	-	-	-
PREDOMINANT GRADES					
AVERAGE MONTHS IN PRESENT JOB	E3-E4	E3	E3-E5	E4	E3,E5
AVERAGE TICF (MOS)	19	20	18	22	13
AVERAGE TAFMS (MOS)	32	31	52	44	56
PERCENT FIRST ENLISTMENT	35	37	62	52	66
78%	73%	52%	65%	36%	
AVERAGE NUMBER OF TASKS PERFORMED					
PERCENT SUPERVISING	54	29	44	57	23
11%	9%	18%	13%	18%	18%

- Denotes less than 1 percent

TABLE 3 (CONTINUED)  
SELECTED BACKGROUND DATA FOR 703X0 CAREER LADDER JOBS

	PHOTOLITHOGRAPHY PERSONNEL (STG053)	MICROGRAPHICS PERSONNEL CLUSTER (STG022)	JOB TYPES		
			MICROGRAPHICS SPECIALISTS (STG072)	MICROGRAPHICS NCOICs (STG063)	MICROGRAPHICS
NUMBER IN GROUP	6	23	14	7	-
PERCENT OF TOTAL SAMPLE	1%	5%	3%	1%	-
PERCENT IN CONUS	100%	91%	86%	100%	-
DAFSC DISTRIBUTION (PERCENT RESPONDING):					
70330	-	26%	36%	29%	-
70350	83%	52%	64%	71%	-
70370	17%	22%	-	-	-
70390	-	-	-	-	-
70300	-	-	-	-	-
PREDOMINANT GRADES	E3	E3-E4	E3-E4	E5-E6	E5-E6
AVERAGE MONTHS IN PRESENT JOB	12	16	17	13	13
AVERAGE TICF (MOS)	60	70	40	144	144
AVERAGE TAFMS (MOS)	73	76	45	155	155
PERCENT FIRST ENLISTMENT	67%	52%	71%	-	-
AVERAGE NUMBER OF TASKS PERFORMED	55	45	28	88	88
PERCENT SUPERVISING	33%	26%	-	86%	86%

- Denotes less than 1 percent

TABLE 4  
AVERAGE PERCENT TIME SPENT ON DUTIES BY CAREER LADDER JOBS\*

DUTIES	JOB TYPES				
	GENERAL PRINTING SUPERVISORS (STG076)	REPROGRAPHIC COPIER SUPERVISORS (STG076)	GENERAL PRINTING MANAGERS (STG059)	DUPPLICATING CENTER (STG039)	PRINTING PLANT PERSONNEL (STG089)
A. ORGANIZING AND PLANNING	21	14	3	3	4
B. DIRECTING AND IMPLEMENTING	15	11	2	2	3
C. EVALUATING AND INSPECTING	14	8	2	2	3
D. TRAINING	5	1	1	-	2
E. PERFORMING GENERAL, ADMINISTRATIVE, SUPPLY, AND COMMERCIAL PRINTING PROCUREMENT FUNCTIONS	15	15	12	12	11
F. PERFORMING CCPY MANAGEMENT FUNCTIONS	7	32	1	1	1
G. PERFORMING PLATEMAKING FUNCTIONS	2	2	11	12	10
H. OPERATING AND MAINTAINING COPIERS AND DUPLICATORS	4	4	29	29	14
I. PERFORMING BINDERY FUNCTIONS	5	5	16	17	11
J. PERFORMING PRINTING PRESS FUNCTIONS	2	-	14	15	13
K. PERFORMING LITHOGRAPHIC CAMERA FUNCTIONS	-	-	3	-	15
L. PERFORMING LAYOUT AND STRIPPING FUNCTIONS	-	-	1	-	7
M. PERFORMING MICROGRAPHIC FUNCTIONS	-	-	5	-	3
N. PERFORMING PRODUCTION CONTROL FUNCTIONS	8	6	5	6	2

\* Columns may not add up to 100 percent due to rounding  
- Indicates less than 1 percent

TABLE 4 (CONTINUED)  
AVERAGE PERCENT TIME SPENT ON DUTIES BY CAREER LADDER JOBS\*

DUTIES	PRINTING PRESS	BINDERY PERSONNEL (STG065)	BINDERY PERSONNEL (STG097)	JOB TYPES		
				PRODUCTION CONTROL PERSONNEL CLUSTER (STG033)	DUPLICATING CENTER PERSONNEL (STG049)	PRINTING PLANT PERSONNEL (STG090)
A. ORGANIZING AND PLANNING	1	1	1	6	5	7
B. DIRECTING AND IMPLEMENTING	1	1	4	5	5	3
C. EVALUATING AND INSPECTING	3	2	3	3	3	2
D. TRAINING	2	-	2	-	-	3
E. PERFORMING GENERAL, ADMINISTRATIVE, SUPPLY, AND COMMERCIAL PRINTING PROCUREMENT FUNCTIONS	10	5	21	22	21	-
F. PERFORMING COPY MANAGEMENT FUNCTIONS	-	-	4	7	7	-
G. PERFORMING PLATEMAKING FUNCTIONS	16	2	4	5	5	1
H. OPERATING AND MAINTAINING COPIERS AND DUPLICATORS	2	-	7	10	10	1
I. PERFORMING BINDERY FUNCTIONS	16	87	13	16	16	-
J. PERFORMING PRINTING PRESS FUNCTIONS	46	-	1	1	1	-
K. PERFORMING LITHOGRAPHIC CAMERA FUNCTIONS	2	-	-	-	1	-
L. PERFORMING LAYOUT AND STRIPPING FUNCTIONS	-	-	-	-	-	-
M. PERFORMING MICROGRAPHIC FUNCTIONS	-	-	-	-	-	-
N. PERFORMING PRODUCTION CONTROL FUNCTIONS	1	2	34	22	22	59

\* Columns may not add up to 100 percent due to rounding  
- Indicates less than 1 percent

TABLE 4 (CONTINUED)

AVERAGE PERCENT TIME SPENT ON DUTIES BY CAREER LADDER JOBS\*

DUTIES	PHOTOLITHOGRAPHY PERSONNEL CLUSTER (STG053)	JOB TYPES		
		MICROGRAPHICS PERSONNEL CLUSTER (STG022)	MICRO-GRAPHICS SPECIALISTS (STG072)	MICRO-GRAPHICS NCOICS (STG063)
A. ORGANIZING AND PLANNING	-	5	3	11
B. DIRECTING AND IMPLEMENTING	-	3	-	10
C. EVALUATING AND INSPECTING	2	3	-	8
D. TRAINING	2	4	-	11
E. PERFORMING GENERAL, ADMINISTRATIVE, SUPPLY, AND COMMERCIAL PRINTING PROCUREMENT FUNCTIONS	6	14	17	10
F. PERFORMING COPY MANAGEMENT FUNCTIONS	-	-	-	-
G. PERFORMING PLATEMAKING FUNCTIONS	14	-	-	2
H. OPERATING AND MAINTAINING COPIERS AND DUPLICATORS	4	-	-	-
I. PERFORMING BINDERY FUNCTIONS	-	-	-	2
J. PERFORMING PRINTING PRESS FUNCTIONS	-	-	-	-
K. PERFORMING LITHOGRAPHIC CAMERA FUNCTIONS	25	3	-	7
L. PERFORMING LAYOUT AND STRIPPING FUNCTIONS	40	2	-	5
M. PERFORMING MICROGRAPHIC FUNCTIONS	-	57	70	26
N. PERFORMING PRODUCTION CONTROL FUNCTIONS	4	7	7	6

\* Columns may not add up to 100 percent due to rounding  
 - Indicates less than 1 percent

evaluate copier use  
monitor usage of copiers assigned to other units  
establish controls for use of copiers

The majority of airmen are 5-skill level (67 percent); however, 27 percent have a 7-skill level. The average TAFMS is 9 years. Thirty percent indicate they supervise between one and four people.

Within this independent job, 12 personnel are from overseas bases. Unlike their CONUS counterparts, these airmen frequently rotate between copy management and bindery functions, spending 23 and 14 percent of their time, respectively, in each area.

III. GENERAL PRINTING PERSONNEL CLUSTER (STG039, N=186). This is the largest group in the survey, consisting of 186 airmen, most of whom are 5-skill level (72 percent). By and large, this comprises the core job of the AFSC 703X0 career ladder. Members spend varying degrees of time working with copier/duplicators, offset duplicators, bindery equipment, and platemaking equipment, often rotating among the different equipment. Characteristic tasks of this cluster include:

regulate ink and water balance  
clear jams  
mount masters on master cylinders  
adjust image on offset duplicators  
staple paper  
adjust feeder mechanisms

Two jobs were identified within this cluster. The first was a group of 137 people who are Duplicating Center Printing Personnel (STG089). Since this group of specialists comprises the bulk of the cluster, the above description thoroughly represents these respondents. The other job in this cluster is Printing Plant Printing Personnel (STG081). The 29 members of this group are largely from printing plants. In addition to the general printing tasks performed above, these airmen perform photolithography tasks. They spend an average of 15 percent of their time in this duty, slightly more than in any other duty. Some tasks that distinguish this group from the cluster include:

process film in automatic film processors and dryers  
set camera exposure times  
make contact negatives or positives  
position and tape negatives on layout sheets  
cut windows in flats  
prepare plates using multiple burn method

IV. PRINTING PRESS PERSONNEL (STG065, N=9). The nine members in this independent job are responsible for operating and maintaining printing presses. Forty-six percent of their time is spent performing a wide range of printing press functions, while bindery and platemaking functions account for an additional 32 percent of their time spent. Commonly performed tasks include:

- attach plates to plate cylinders
- set ink or water controls
- attach blankets to blanket cylinders
- replenish ink fountains
- perform operator maintenance on printing presses
- adjust keys on ink fountain blades

Performing an average of 54 tasks, these airmen are 3- and 5-skill level personnel and have an average TAFMS of 3 years.

V. BINDERY PERSONNEL (STG097, N=11). These 11 members work primarily in printing plants and specialize in performing bindery functions, which consumes 87 percent of their time. The airmen perform an average of 29 tasks and the majority of them (82 percent) possess a 5-skill level. Some of the tasks include:

- load collators
- inspect sequencing of pages
- staple paper
- collate paper by hand
- adjust stitchers
- pack printed materials manually
- wax drill bit ends

VI. PRODUCTION CONTROL PERSONNEL CLUSTER (STG033, N=38). Comprising 8 percent of the survey sample, these airmen perform the administrative functions associated with the production of printed products. This cluster contains 38 members who spend 55 percent of their time performing production control functions and general, administrative, supply, and commercial printing procurement functions. Seventy nine percent have a 5-skill level. Representative tasks include:

- maintain customer relations
- maintain file of work requests
- notify customer of completed work
- verify duplicating requests
- maintain job logs manually

Two jobs were identified within this cluster. The largest group, Duplicating Center Production Control Personnel (STG049), are from duplicating centers and often perform bindery tasks after completing their production control duties. Examples of the bindery tasks performed include:

- staple paper
- inspect sequencing of pages
- clear jams
- adjust drill side gauges
- label, address, or mail materials

The second job is Printing Plant Production Control Personnel (STG090). These members work almost exclusively in production control and general, administrative, supply and commercial printing procurement functions. No bindery tasks are performed.

VII. PHOTOLITHOGRAPHY PERSONNEL (STG053, N=6). The six members of this group comprise 1 percent of the survey sample. This group is clearly distinguished from all others in its performance of stripping and layout and lithographic camera functions. Eighty-three percent indicate they spend most of their time in the photolithography functional area. Averaging 5 years in the career field, most of the airmen (83 percent) are 5-skill level. Typical tasks include:

- cut windows in flats
- position and tape negatives on layout sheets
- punch flats for registration
- process film in automatic film processors and dryers
- correct imperfections in negatives

VIII. MICROGRAPHICS PERSONNEL CLUSTER (STG022, N=23). The 23 members in this cluster perform a wide range of micrographic functions in the production of microfilm and microfiche. Representative tasks include:

- load duplicators
- perform operator maintenance on micrographic equipment
- develop exposed film
- cut fiche
- package fiche
- fill and adjust chemical replenishment systems
- load processors

Two jobs were identified within this cluster. The larger of the two jobs is Micrographics Specialists (STG072), who perform all of the technical tasks associated with micrographics. Of the 14 airmen in this job, 9 members have a 5-skill level and the remainder have a 3-skill level. The members spend 70 percent of their time performing most micrographic functions.

The second group is Micrographics NCOICs (STG063). These seven members are responsible for supervising micrographic shops, training personnel, and performing some technical micrographic tasks. The incumbents are mainly 7-skill level personnel (71 percent) and indicate they supervise between two and seven subordinates. While performing micrographic functions accounts for 26 percent of their time, organizing, planning, and training functions consume an additional 22 percent of their time. Tasks characteristic of this job include:

- conduct OJT
- title film jackets
- select micrographic cameras
- counsel trainees on training progress
- counsel personnel on personal or military-related problems
- prepare APR

#### Comparison of Specialty Jobs

Identified in this career ladder structure were three clusters and five independent jobs. Accounting for 41 percent of the survey sample, the General Printing Personnel perform all or most of the technical functions in the Reprographics career ladder. The remainder of the personnel in technical jobs perform specialized functions in printing, binding, photolithography, or micrographics. Micrographics personnel were distinct from the other functional areas in that they were divided into managers-trainers and technical specialists. Supervisory, managerial, and administrative jobs were broken into supervisors, copy managers, and production control personnel. Overall, the specialty job analysis and survey data tend to support the career ladder structure.

#### Comparison of Current Survey To Previous Survey

The results of the specialty job analysis were compared to those of OSR AFPT 90-703-444, dated July 1981. Table 5 displays a comparison of the jobs identified in each of the surveys. After reviewing the tasks performed within the jobs identified in 1981, it was concluded that most of the groups could be matched to similar tasks performed by the current sample groups.

The 1981 Reprographics career ladder broke down into more specific jobs than the 1987 career ladder. Mainly, the various combinations of offset duplicator, printing press, bindery, and electrostatic platemaker tasks found in the earlier OSR are now collectively performed by a relatively large number of personnel in the career ladder who rotate functions often. There were also

TABLE 5

## JOB SPECIALTY COMPARISONS BETWEEN CURRENT AND 1981 SURVEY

JOB	CURRENT SURVEY (N=461)	PERCENT OF SAMPLE*		PERCENT OF SAMPLE*
		PERCENT OF SAMPLE*	1981 SURVEY (N=509)	
REPROGRAPHIC SUPERVISORS (N=98)	21	HIGHER MANAGERS (N=50)	10	
COPIER MANAGERS (N=30)	7	COPY MANAGERS (N=18)	4	
GENERAL PRINTING PERSONNEL (N=186)	41	OFFSET DUPLICATOR AND PRINTING PRESS PERSONNEL (N=43)	8	
		OFFSET DUPLICATOR, BINDERY, AND ELECTROSTATIC MASTER PERSONNEL (N=39)	8	
		PRINTING PRESS, OFFSET DUPLICATOR, AND BINDERY PERSONNEL (N=55)	11	
		OFFSET DUPLICATOR PERSONNEL (N=99)	19	
PRINTING PRESS PERSONNEL (N=9)	2	PRINTING PRESS PERSONNEL (N=13)	3	
BINDERY PERSONNEL (N=11)	2	BINDERY WORKERS (N=23)	5	
PRODUCTION CONTROL PERSONNEL (N=38)	8	PRODUCTION CONTROL PERSONNEL (N=7)	1	
PHOTOLITHOGRAPHY PERSONNEL (N=6)	1	LINE AND HALFTONE, AND LAYOUT AND STRIPPING PERSONNEL (N=28)	6	
MICROGRAPHICS PERSONNEL (N=23)	5	MICROGRAPHICS PERSONNEL (N=13)	3	
NOT IDENTIFIED		OFFSET DUPLICATOR TECHNICIAN-SUPERVISOR PERSONNEL (N=55)	11	
NOT IDENTIFIED		PRINTING PRESS AND BINDERY TRAINERS (N=7)	1	
OTHER	13	OTHER	10	

\* Columns may not add up to 100 percent due to rounding

two jobs performed in the 1981 OSR that were not found in the current OSR; these jobs were Offset Duplicator Technician-Supervisor and Printing Press and Bindery Trainers.

Overall, the vast majority of jobs could be matched to jobs identified in 1981, thus displaying a relatively stable career ladder over time.

### ANALYSIS OF DAFSC GROUPS

An analysis of DAFSC groups, in conjunction with the analysis of the career ladder structure, is an important part of each occupational survey. The DAFSC analysis identifies differences in tasks performed at the various skill levels. This information may then be used to evaluate how well career ladder documents, such as AFR 39-1 Specialty Descriptions and the STS, reflect what career ladder personnel are actually doing in the field.

Comparison of the duty and task performance between DAFSCs 70330 and 70350 indicated the jobs performed are essentially the same, with only minor differences noted. Therefore they will be discussed as a combined group in this report. Also, while chief enlisted managers (CEMs) were included in the survey, they are not included in the DAFSC discussion because there were too few members to ensure a meaningful discussion.

The distribution of skill-level groups across the career ladder jobs is displayed in Table 6, while Table 7 offers another perspective by displaying the relative percent time spent on each duty across the skill-level groups. A typical pattern of progression is present, with personnel spending more of their relative time on duties involving supervisory and managerial tasks (see Table 7, Duties A, B, C, D) as they move upward to the 7- and 9-skill level groups. However, it is also obvious the 7-skill level personnel are still involved with technical task performance, spending 24 percent of job time in technical duties (Duties G through M). A particular trend of this career ladder is a decrease in the rotating of functions in the job as the skill level increases. Tables 8 and 9 present differences across skill level groups. Appendix B presents job descriptions for each of the skill levels discussed in this report.

#### Skill Level Descriptions

**DAFSC 70330/50:** The 347 airmen in the 3- and 5-skill level group (representing 75 percent of the survey sample) are found in each of the career ladder jobs in Table 6; however, the greatest concentration of these airmen is in the General Printing Personnel Cluster. As reflected by the description of this cluster in the Specialty Jobs section, these two skill levels perform a wide range of functions and often rotate among them. These airmen are the least homogeneous of the skill levels, tending not to specialize in any one function. This accounts for a percent members performing of only 65 percent on the most commonly performed task. Overall, the two skill levels spend 58

TABLE 6  
PERCENT DISTRIBUTION OF DAFSC GROUP MEMBERS  
ACROSS CAREER LADDER JOB GROUPS

JOB GROUPS	70330/ 70350 (N=347)	70370 (N=100)	70390 (N=8)
I. REPROGRAPHIC SUPERVISORS (N=98)	10	54	100
II. COPIER MANAGERS (N=30)	6	8	-
III. GENERAL PRINTING PERSONNEL CLUSTER (N=186)	49	17	-
A. DUPLICATING CENTER PRINTING PERSONNEL (N=137)	(36)	(9)	(-)
B. PRINTING PLANT PRINTING PERSONNEL (N=29)	(7)	(6)	(-)
IV. PRINTING PRESS PERSONNEL (N=9)	3	-	-
V. BINDERY PERSONNEL (N=11)	3	-	-
VI. PRODUCTION CONTROL PERSONNEL CLUSTER (N=38)	10	2	-
A. DUPLICATING CENTER PRODUCTION CONTROL PERSONNEL (N=23)	(7)	(-)	(-)
B. PRINTING PLANT PRODUCTION CONTROL PERSONNEL (N=11)	(3)	(2)	(-)
VII. PHOTOLITHOGRAPHY PERSONNEL (N=6)	1	1	-
VIII. MICROGRAPHICS PERSONNEL (N=23)	5	5	-
A. MICROGRAPHICS SPECIALISTS (N=14)	(4)	(-)	(-)
B. MICROGRAPHICS NCOICs (N=7)	(1)	(5)	(-)
PERCENT NOT GROUPED	13	13	-

- Indicates less than 1 percent

TABLE 7  
AVERAGE PERCENT TIME SPENT ON DUTIES BY DAFSC GROUPS

<u>DUTY AREA</u>	<u>70330/ 70350 (N=347)</u>	<u>70370 (N=100)</u>	<u>70390 (N=8)</u>
A. ORGANIZING AND PLANNING	6	18	30
B. DIRECTING AND IMPLEMENTING	4	12	19
C. EVALUATING AND INSPECTING	3	11	26
D. TRAINING	2	6	6
E. PERFORMING GENERAL, ADMINISTRATIVE, SUPPLY, AND COMMERCIAL PRINTING PROCUREMENT FUNCTIONS	14	14	9
F. PERFORMING COPY MANAGEMENT FUNCTIONS	4	7	3
G. PERFORMING PLATEMAKING FUNCTIONS	8	4	-
H. OPERATING AND MAINTAINING COPIERS AND DUPLICATORS	18	7	-
I. PERFORMING BINDERY FUNCTIONS	15	6	-
J. PERFORMING PRINTING PRESS FUNCTIONS	9	3	2
K. PERFORMING LITHOGRAPHIC CAMERA FUNCTIONS	3	2	-
L. PERFORMING LAYOUT AND STRIPPING FUNCTIONS	1	1	-
M. PERFORMING MICROGRAPHIC FUNCTIONS	4	1	-
N. PERFORMING PRODUCTION CONTROL FUNCTIONS	9	7	5

\*\* Columns may not add up to 100 percent due to rounding  
- Indicates less than 1 percent

TABLE 8

TASKS WHICH BEST DIFFERENTIATE BETWEEN  
 DAFSC 70330/70350 AND 70370 AIRMEN  
 (PERCENT MEMBERS PERFORMING)

TASKS	70330/ 70350 (N=347)	70370 (N=100)
H242 CLEAR JAMS	66	44
I303 STAPLE PAPER	64	45
H236 ADJUST INK FLOW	61	42
H248 REGULATE INK AND WATER BALANCE	61	40
H239 ADJUST PILE HEIGHT CONTROLS	59	40
H247 REGULATE AIR OR VACUUM FLOW	59	40
I286 LOAD COLLATORS	57	44
I281 INSPECT SEQUENCING OF PAGES	57	41
H250 REMOVE MASTERS AND CLEAN BLANKETS	57	36
H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	56	41
I305 UNLOAD COLLATORS	56	40
H245 MOUNT MASTERS ON MASTER CYLINDERS	56	38
A35 PREPARE REPORTS	30	78
B43 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED PROBLEMS	18	73
B68 WRITE CORRESPONDENCE	18	70
C99 PREPARE APR	20	69
E139 INITIATE AF FORMS 9 (REQUEST FOR PURCHASE)	18	67
A16 ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	16	65
A1 ASSIGN PERSONNEL TO DUTY POSITIONS	15	63
A4 DETERMINE REQUIREMENTS FOR SPACE, EQUIPMENT, PERSONNEL, OR SUPPLIES	17	64
B50 DIRECT WORK CENTER ACTIVITIES	14	62
A38 SCHEDULE LEAVES OR PASSES	12	62

TABLE 9

TASKS WHICH BEST DIFFERENTIATE BETWEEN  
DAFSC 70370 AND DAFSC 70390 AIRMEN  
(PERCENT MEMBERS PERFORMING)

<u>TASKS</u>	<u>70370 (N=100)</u>	<u>70390 (N=8)</u>
L393 MASK UNWANTED AREAS OF NEGATIVES OR POSITIVES	60	13
N446 VERIFY DUPLICATING REQUESTS	56	13
E169 PROCESS INCOMING DISTRIBUTION	54	13
H230 ADD TONERS	45	0
I278 COLLATE PAPER BY HAND	45	0
I303 STAPLE PAPER	45	0
H242 CLEAR JAMS	44	0
I286 LOAD COLLATORS	44	0
F185 MAINTAIN RECORDS OF COPIER MONITORS	43	0
I276 ADJUST STITCHERS	43	0
H232 ADJUST IMAGE ON OFFSET DUPLICATORS (OD)	42	0
F187 MAKE ENTRIES ON AF FORMS 893 (CONSOLIDATED COPIER INVENTORY COSTS AND PRODUCTION REPORTS)	41	0
H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	41	0
C96 EVALUATE SUGGESTIONS	34	100
C93 EVALUATE PROCEDURES FOR STORAGE, INVENTORY, OR INSPECTION OF PROPERTY ITEMS	36	100
C97 EVALUATE WORK SCHEDULES	44	100
B41 COMPLETE PERSONNEL ACTION REQUESTS	46	100
C89 EVALUATE JOB DESCRIPTIONS	47	100
B60 INITIATE PERSONNEL ACTION REQUESTS	29	88
C102 WRITE STAFF STUDIES, SURVEYS, OR SPECIAL REPORTS	31	88
A6 DEVELOP ORGANIZATIONAL CHARTS	31	88
A34 PREPARE PERSONNEL RECOGNITION AWARDS	35	88
B59 IMPLEMENT SUGGESTION PROGRAMS	18	75
C101 WRITE CIVILIAN PERFORMANCE RATINGS OR SUPERVISORY APPRaisALS	20	75

percent of their time on technical duties, the majority of which pertain to maintaining and operating copier/duplicators and offset duplicators and performing bindery functions (see Table 7). An additional 27 percent of their time is spent on administrative functions (Duties E, F, and N).

DAFSC 70370: Seven-skill level personnel (22 percent of the survey sample) perform an average of 116 tasks, more than any other skill level. Table 6 shows the majority of these airmen (54 percent) are in the Reprographic Supervisor job, while only 18 percent are located in technical jobs. As noted in Table 7, 47 percent of their time was spent on supervisory and managerial tasks, while administrative and technical tasks consumed 28 and 25 percent of their time, respectively. Tables 6 and 7 confirm progression to the 7-skill level involves more performance of supervisory, managerial, and administrative tasks. Although time spent performing technical tasks decreased from the 3-5- to 7-skill level, the percent members performing these tasks was not meaningfully different. The 7-skill level personnel are mainly supervisors, but still do some of the technical functions associated with the career ladder.

DAFSC 70390: The eight members in this group comprise 2 percent of the survey sample. As seen in Table 6, these members are located in only one job, Reprographic Supervisors. Career ladder progression is evident as 9-skill level personnel perform less technical tasks and more supervisory and managerial tasks than 7-skill level personnel (see Table 7). These incumbents spend the majority of their time (81 percent) in supervisory and managerial duties, while an additional 17 percent of their time is spent in administrative duties.

#### Summary

Career ladder progression is very well defined in this specialty. The 3- and 5-skill level airman spend the vast majority of their time performing technical tasks. While the 7-skill level personnel continue to perform many of the technical tasks, they spend nearly half of their time performing supervisory and managerial tasks. Finally, the 9-skill level incumbents spend almost all of their time exclusively on supervisory, managerial, and administrative tasks. Progression from the performance of technical tasks to supervisory and managerial tasks is clearly evident with advancement in skill level.

#### ANALYSIS OF AFR 39-1 SPECIALTY DESCRIPTIONS

Occupational survey data were compared to the AFR 39-1 Specialty Descriptions for Reprographics Technicians and Specialists, dated 15 March 1984. The findings in this survey support the AFSC 70310/30/50 and the 70390 descriptions. However, a minor discrepancy was noted with the AFSC 70370 description.

The AFSC 70370 AFR 39-1 Specialty Description implies the technicians perform a technical job, with a few supervisory and managerial duties. Actually, the AFSC 70370 personnel reported spending nearly half of their time (47 percent) on supervisory and managerial duties, 28 percent of their time on administrative duties, and only 25 percent of their time on technical duties. The actual job emphasis of the 7-skill level personnel is opposite that which is implied in AFR 39-1.

A revision to AFR 39-1 AFSC 70370 Specialty Description is recommended to reflect an emphasis on supervisory, managerial, and administrative duties for 7-skill level personnel.

#### JOB SATISFACTION

An important part of analysis within any OSR involves the job satisfaction of members and how their responses compare with the responses of members of similar Air Force specialties. Reported job interest, perceived use of training and talents, and expressed reenlistment intentions is provided in Table 10, where TAFMS data for the 1987 survey respondents is displayed with data for a comparative sample of administrative career ladders surveyed in 1986. The data can give a relative measure of how the job satisfaction of AFSC 703X0 personnel compares with that of other similar AF specialties. Another view of job satisfaction data is reflected in Table 11, which provides a look at the AFSC 703X0 specialty jobs. An examination of this data shows how overall job satisfaction may be influenced by the type of job performed. Finally, Table 12 displays data for AFSC 703X0 TAFMS groups, along with data from respondents to the last occupational survey of the career ladder, published in 1981. This provides an indication of how job satisfaction perceptions within the career ladder have changed over time.

In Table 10, the career personnel consistently show a more positive response to the job satisfaction indicators than the comparative sample; however, the first- and second-enlistment personnel consistently responded more negatively to all the indicators. The most substantial differences in Table 10 are noted in the perceived utilization of talents and training and in reenlistment intentions.

Table 11 shows the highest and most consistent positive job satisfaction responses were provided by supervisors, copier managers, printing plant production control personnel, and micrographics NCOICs. The least satisfied responses came from the printing press personnel and micrographic specialists. Overall, it appears the supervisory, managerial, and administrative type jobs contained more satisfied personnel than the technical jobs. Multi-function jobs, such as the general printing personnel, did not seem to have a significantly improved job satisfaction rating over single function jobs.

TABLE 10

COMPARISON OF JOB SATISFACTION INDICATORS FOR TAFMS GROUPS  
(PERCENT MEMBERS RESPONDING)\*

	1-48 MONTHS TAFMS			49-96 MONTHS TAFMS			97+ MONTHS TAFMS		
	1986 COMP SAMPLE (N=219)	1986 COMP SAMPLE (N=102)	703X0 (N=217)	1986 COMP SAMPLE (N=133)	703X0 (N=142)	703X0 (N=138)	1986 COMP SAMPLE (N=142)	1986 COMP SAMPLE (N=138)	
<u>EXPRESSED JOB INTEREST:</u>									
INTERESTING	63	82		73	85		87	80	
SO-So	21	11		16	7		11	8	
DULL	16	7		10	8		1	12	
<u>PERCEIVED USE OF TALENTS:</u>									
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	66	77		77	87		86	84	
34	13			21	14		13	16	
<u>PERCEIVED USE OF TRAINING:</u>									
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	72	85		72	84		85	83	
27	15			26	16		13	17	
<u>REENLISTMENT INTENTIONS:</u>									
YES, OR PROBABLY YES	60	74		70	74		62	57	
NO, OR PROBABLY NO	38	12		26	17		9	15	
PLAN TO RETIRE	1	12		-	7		26	28	

\* Columns may not add up to 100 percent due to rounding or lack of response  
- Indicates none

TABLE 11

JOB SATISFACTION DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES  
(PERCENT MEMBERS PERFORMING)\*

	JOB TYPES		
	DUPPLICATING CENTER	PRINTING PERSONNEL	PRINTING PLANT PERSONNEL
REPROGRAPHIC SUPERVISORS (STG076, N=98)	COPIER MANAGERS (STG059, N=30)	GENERAL PRINTING PERSONNEL CLUSTER (STG039, N=186)	(STG089, N=137)
EXRESSED JOB INTEREST:			
INTERESTING	87	83	67
SO-SO	10	13	17
DULL	2	3	15
PERCEIVED USE OF TALENTS:			
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	85	80	73
	13	17	26
PERCEIVED USE OF TRAINING:			
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	85	63	77
	14	37	22
REENLISTMENT INTENTIONS:			
YES, OR PROBABLY YES	60	93	65
NO, OR PROBABLY NO	14	7	30
PLAN TO RETIRE	20	-	4

\* Columns may not add up to 100 percent due to rounding or a lack of response  
- Indicates none

TABLE 11 (CONTINUED)

JOB SATISFACTION DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES  
(PERCENT MEMBERS PERFORMING)\*

		JOB TYPES		
		DUPLICATING CENTER PC PERSONNEL (STG049, N=23)	PRINTING PLANT PC PERSONNEL (STG090, N=11)	DUPLICATING CENTER PC PERSONNEL (STG033, N=38)
<u>EXPRESSED JOB INTEREST:</u>				
INTERESTING	44	55	76	74
SO-SO	44	36	16	17
DULL	11	9	5	9
<u>PERCEIVED USE OF TALENTS:</u>				
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	44 56	64 36	74 26	78 22
<u>PERCEIVED USE OF TRAINING:</u>				
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	56 33	91 9	68 32	61 39
<u>REENLISTMENT INTENTIONS:</u>				
YES, OR PROBABLY YES	44	82	66	70
NO, OR PROBABLY NO	56	18	32	30
PLAN TO RETIRE	-	-	3	-

\* Columns may not add up to 100 percent due to rounding or lack of response  
- Indicates none

TABLE 11 (CONTINUED)

JOB SATISFACTION DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES  
(PERCENT MEMBERS PERFORMING)\*

	PHOTOLITHOGRAPHY PERSONNEL (STG053, N=6)	JOB TYPES	
		MICROGRAPHICS PERSONNEL CLUSTER (STG022, N=23)	MICROGRAPHICS SPECIALISTS (STG072, N=14)
<u>EXPRESSED JOB INTEREST:</u>			
INTERESTING	67	61	57
SO-SO	-	35	43
DULL	33	4	-
<u>PERCEIVED USE OF TALENTS:</u>			
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	67 33	65 34	50 50
<u>PERCEIVED USE OF TRAINING:</u>			
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	83 17	83 17	86 14
<u>REENLISTMENT INTENTIONS:</u>			
YES, OR PROBABLY YES	67	39	43
NO, OR PROBABLY NO	17	48	57
PLAN TO RETIRE	17	9	-

\* Columns may not add up to 100 percent due to rounding or lack of response  
 - Indicates none

TABLE 12

COMPARISON OF JOB SATISFACTION INDICATORS FOR CURRENT SURVEY  
AND 1981 SURVEY ACROSS TAFMS GROUPS  
(PERCENT MEMBERS RESPONDING)\*

	1-48 MONTHS TAFMS			49-96 MONTHS TAFMS			97+ MONTHS TAFMS		
	1981 (N=169)	1987 (N=217)	1981 (N=87)	1987 (N=102)	1981 (N=253)	1987 (N=142)	1981 (N=253)	1987 (N=142)	
<u>EXPRESSED JOB INTEREST:</u>									
INTERESTING	56	63	67	73	74	87			
SO-SO	22	21	19	16	17	11			
DULL	21	16	14	10	18	1			
<u>PERCEIVED USE OF TALENTS:</u>									
FAIRLY WELL TO PERFECTLY	63	66	82	77	79	86			
LITTLE OR NOT AT ALL	35	34	17	21	19	13			
<u>PERCEIVED USE OF TRAINING:</u>									
FAIRLY WELL TO PERFECTLY	79	72	81	72	83	85			
LITTLE OR NOT AT ALL	19	27	18	26	17	13			
<u>REENLISTMENT INTENTIONS:</u>									
YES, OR PROBABLY YES	41	60	70	70	68	62			
NO, OR PROBABLY NO	56**	38	30**	26	31**	9			
PLAN TO RETIRE		1	0	0	26	26			

\* Columns may not add up to 100 percent due to rounding or lack of response  
\*\* No, probably no, and plan to retire responses were combined in the 1981 survey

Finally, there was an increase in the positive responses to most of the job satisfaction indicators from the 1981 survey to the present, as displayed in Table 12. However, there appears to be a negative trend developing in the perceived utilization of training among first- and second-enlistment personnel.

When there are serious problems in a career ladder, survey respondents are usually quite free with write-in comments to complain about perceived problems in the field. Nineteen percent of the survey sample used the write-in feature to convey some type of information, yet only 2 percent of the comments (representing less than half a percent of the survey sample) could be characterized as complaints. No particular trends were noted among the few comments received.

#### TRAINING ANALYSIS

Occupational survey data are one of the many sources of information which can be used to assist in the development of a training program relevant to the needs of personnel in their first enlistment. Factors which may be used in evaluating training include the overall description of the job being performed by first-enlistment personnel and their overall distribution across career ladder jobs; percentages of first-job (1-24 month TAFMS) of first-enlistment (1-48 months TAFMS) members performing specific tasks or using certain equipment or procedures; as well as training emphasis and task difficulty ratings (previously explained in the SURVEY METHODOLOGY section).

To assist specifically in the evaluation of the STS dated August 1987, the CDC writer matched job inventory tasks to appropriate sections and subsections of the STS. The same procedure was accomplished for the Plan of Instruction (POI) by the technical training school personnel from the Defense Mapping School at Ft Belvoir. It was this matching upon which comparison to those documents was based. A complete computer listing displaying the percent members performing tasks, TE and TD ratings for each task, along with the STS and POI matchings, has been forwarded to the technical school for their use in further detailed reviews of training documents. A summary of this information is presented below.

#### First-Enlistment Personnel

In this study, there were 217 members in their first enlistment (1-48 months TAFMS), representing nearly one-half (47 percent) of the total survey sample. The job performed by these personnel is highly technical in nature and covers a full range of reprographic functions as displayed in Figure 2. Over half of the first-enlistment are General Printing Personnel who perform most of the technical and some administrative reprographic functions as part of their regular job. This suggests the airmen quickly gain experience in the full range of tasks relating to the specialty. The rest of the first-enlistment personnel perform a more specialized technical or administrative

DISTRIBUTION OF FIRST-ENLISTMENT PERSONNEL  
ACROSS SPECIALTY JOBS  
(N=217)

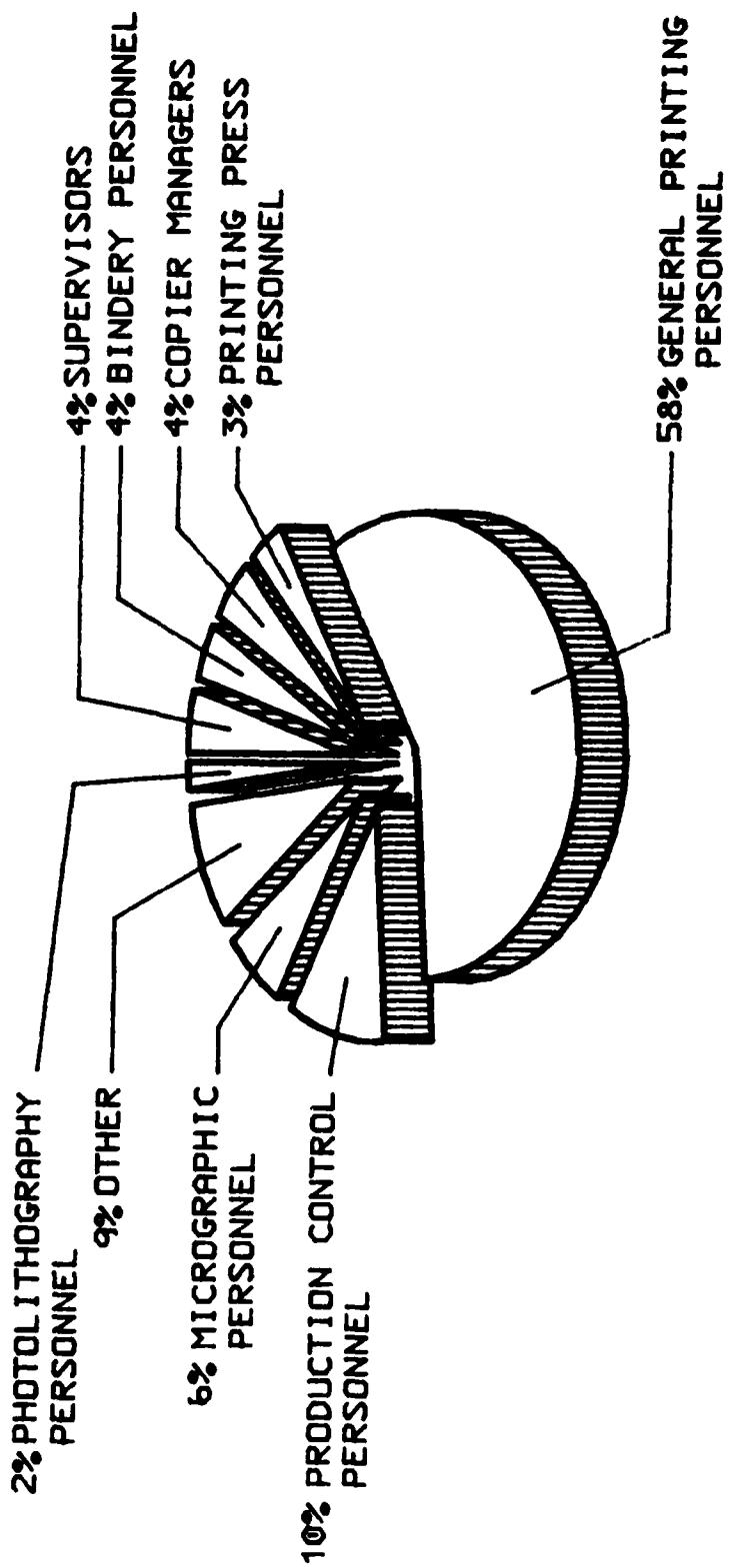


Figure 2

function within the career ladder. Overall, the AFSC 703X0 first-enlistment personnel composed over 50 percent of each of the specialty jobs, except for supervisors and copier managers. Table 13 displays just some of the average 75 tasks performed by the group.

#### Equipment Utilized

One of the objectives of this survey project was to gather data for the technical training school pertaining to the types of equipment currently used in the field. Accordingly, Table 14 presents the percentages of first-term airmen using or operating the various types of equipment used to perform reprographic functions. This type of information is useful for both the technical school and major command (MAJCOM) training personnel to assist them in focusing limited training time or other resources on the most utilized items.

#### Training Emphasis and Task Difficulty Data

Training emphasis (TE) and task difficulty (TD) data are secondary factors that can assist technical school personnel in deciding what tasks should be emphasized in entry-level training. These ratings, based on the judgments of senior career ladder NCOs working at operational units in the field, are collected to provide training personnel with a rank-ordering of those tasks considered important for first-term training, along with a measure of the difficulty of those tasks.

Table 15 lists those tasks with the highest TE. When combined with data on the percentages of first-enlistment personnel performing tasks, comparisons can then be made to determine if training adjustments are necessary. For example, tasks receiving high ratings on both task factors, accompanied by moderate to high percentages performing, may warrant resident training. Those tasks receiving high task factor ratings but low percentages performing, may be more appropriately planned for OJT programs within the career ladder. Low task factor ratings may highlight tasks best omitted from training for first-term personnel, but this decision must be weighed against percentages of personnel performing the tasks, command concerns, and criticality of the tasks. Various lists of tasks, accompanied by TE and TD ratings, are contained in the TRAINING EXTRACT package and should be reviewed in detail by the technical school personnel. (For a more detailed explanation of TE and TD ratings, see Task Factor Administration in the SURVEY METHODOLOGY section of this report.)

#### Specialty Training Standard (STS)

A comprehensive review of the August 1987 tentative STS for AFSC 703X0 compared STS items to survey data. STS paragraphs containing general knowledge information or subject-matter knowledge requirements were not evaluated. Overall, the STS provides comprehensive coverage of the work performed by personnel in the field, with survey data supporting the significant paragraphs or subparagraphs. Some STS elements, however, contained matched tasks performed by less than 20 percent of the field. Because the tasks or STS elements

TABLE 13

REPRESENTATIVE TASKS PERFORMED BY DAFSC 703XO AIRMEN  
 WITH 1-48 MONTHS TAFMS  
 (AT LEAST 30 PERCENT MEMBERS PERFORMING)

TASKS	PERCENT MEMBERS PERFORMING (N=217)
H242 CLEAR JAMS	68
J303 STAPLE PAPER	66
H248 REGULATE INK AND WATER BALANCE	65
H236 ADJUST INK FLOW	65
H239 ADJUST PILE HEIGHT CONTROLS	64
H250 REMOVE MASTERS AND CLEAN BLANKETS	63
H247 REGULATE AIR OR VACUUM FLOW	63
I278 COLLATE PAPER BY HAND	63
I305 UNLOAD COLLATORS	62
N442 NOTIFY CUSTOMER OF COMPLETED WORK	61
I281 INSPECT SEQUENCING OF PAGES	61
I286 LOAD COLLATORS	61
H232 ADJUST IMAGE ON OFFSET DUPLICATORS (OD)	60
H245 MOUNT MASTERS ON MASTER CYLINDERS	60
H237 ADJUST MULTISHEET DETECTORS	60
H244 MOUNT BLANKETS ON BLANKET CYLINDERS	60
I276 ADJUST STITCHERS	59
H243 MOISTEN DUPLICATING DAMPENING ROLLERS	59
H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	57
I290 MARRY SECTIONS BY HAND	57
E133 ADJUST FEEDER MECHANISMS	57
G201 ADJUST POSITION OF IMAGES ON ELECTROSTATIC MASTERS	55
E159 PLACE SERVICE CALLS	55
H231 ADJUST GUIDES OR CYLINDERS	54
N436 DISTRIBUTE COMPLETED WORK	53
G211 INSPECT PLATES	53
I304 TRIM PAPER	53
I307 WAX DRILL BIT ENDS	53
N437 MAINTAIN CUSTOMER RELATIONS	52
H230 ADD TONERS	52
E137 DILUTE OR MIX CHEMICALS	51
E170 PROCESS OUTGOING DISTRIBUTION	51
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	50
H268 SORT ORIGINALS	50
E146 MAINTAIN LOGS OF JOBS PROCESSED	47
E138 DISTRIBUTE COMPLETED PRODUCTS	47
N441 MAINTAIN JOB LOGS MANUALLY	43
E169 PROCESS INCOMING DISTRIBUTION	43
E172 SAFEGUARD CLASSIFIED MATERIAL	42

TABLE 14  
EQUIPMENT USED BY FIRST-ENLISTMENT PERSONNEL  
(1-48 MONTHS TAFMS)

<u>EQUIPMENT USED</u>	<u>PERCENT MEMBERS RESPONDING (N=217)</u>
COPIER/DUPLICATORS	73
PRINTING PRESSES (SMALL)	68
ELECTROSTATIC COPIERS/PLATEMAKERS	65
BINDING MACHINES	64
ELECTRIC STAPLERS	60
PLATEMAKING CAMERAS	50
SLIDE STITCHERS	48
SINGLE HEAD DRILLS	48
MANUAL PAPER CUTTERS	47
POWERED PAPERCUTTERS	47
SADDLE STITCHERS	45
COLLATING CABINETS	39
MULTIPLE HEAD DRILLS	38
PUNCHING MACHINES	28
TYPEWRITERS	26
SINGLE SHEET COLLATORS	25
JOGGERS	24
SORTERS	21
STATION COLLATORS	20
FLIP TOP PLATEMAKERS	18
PADDING RACKS	18
WET PROCESS PLATEMAKERS	14
AUTOMATIC FILM PROCESSORS	12
GATHERERS	12
LAYOUT TABLES	12
ROTARY COLLATING TABLES	12
PRINTING PRESSES (LARGE)	11

TABLE 15  
TASKS RATED HIGHEST IN TRAINING EMPHASIS (TE)

TASKS	PERCENT MEMBERS PERFORMING		TNG EMPH*	TASK DIFF**
	FIRST JOB (N=102)	FIRST ENL (N=217)		
-H248 REGULATE INK AND WATER BALANCE	70	65	7.27	4.63
-H237 ADJUST MULTISHEET DETECTORS	63	60	7.18	4.23
-H232 ADJUST IMAGE ON OFFSET DUPLICATORS (OD)	58	54	7.15	4.28
-H250 REMOVE MASTERS AND CLEAN BLANKETS	69	63	7.11	3.48
-H242 CLEAR JAWS	73	68	7.09	3.67
-H236 ADJUST INK FLOW	69	65	7.07	4.50
-H247 REGULATE AIR OR VACUUM FLOW	68	63	7.07	3.52
-H239 ADJUST PILE HEIGHT CONTROLS	69	64	7.05	4.12
-H245 MOUNT MASTERS ON MASTER CYLINDERS	66	60	7.05	3.54
-H243 MOISTEN DUPLICATING DAMPENING ROLLERS	62	59	7.02	3.40
-H244 MOUNT BLANKETS ON BLANKET CYLINDERS	63	60	6.95	4.35
-H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	54	57	6.95	5.56
-H231 ADJUST GUIDES OR CYLINDERS	58	54	6.75	4.39
-G196 ADJUST EMI EXPOSURE TIME	52	49	6.70	4.01
H268 SORT ORIGINALS	57	50	6.70	3.33
-G197 ADJUST EMI FEEDERS	38	39	6.68	4.11
-I281 INSPECT SEQUENCING OF PAGES	67	61	6.68	3.38
-G201 ADJUST POSITION OF IMAGES ON ELECTROSTATIC MASTERS	60	55	6.66	4.07
H264 REPAIR BLANKET LOW SPOTS	41	41	6.61	4.49
-G195 ADJUST ELECTROSTATIC MASTER IMAGER (EMI) DELIVERIES	42	40	6.57	4.47

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)

\*\* Task Difficulty has an average of 5.0 and a Standard Deviation of 1.0  
- Currently taught in the Basic Lithographer course

TABLE 15 (CONTINUED)

## TASKS RATED HIGHEST IN TRAINING EMPHASIS (TE)

TASKS	PERCENT MEMBERS PERFORMING		TNG EMPH*	TASK DIFF**
	FIRST JOB (N=102)	FIRST ENL (N=217)		
-I286 LOAD COLLATORS	68	61	6.57	3.63
-H240 ADJUST PRESSURE BETWEEN BLANKET CYLINDER AND IMPRESSION CYLINDER	45	46	6.55	4.89
-H234 ADJUST IMPRESSION CYLINDERS	39	40	6.50	5.15
-H241 ADJUST PRESSURE BETWEEN MASTER CYLINDERS AND BLANKET CYLINDERS	39	39	6.50	5.12
-H230 ADD TONERS	55	52	6.45	3.11
-G213 PERFORM OPERATOR MAINTENANCE ON PLATEMAKING EQUIPMENT	54	57	6.95	5.56
-I304 TRIM PAPER	58	53	6.39	3.47
H255 REMOVE OR REPLACE MOLLETON COVERS	31	32	6.36	4.16
-G200 ADJUST EMI MASTER FEED HEIGHT	30	31	6.32	4.29
-G205 COMPUTE AMOUNT OF ENLARGEMENT OR REDUCTION OF IMAGES	53	50	6.32	4.76
-E144 LOAD FEEDER SYSTEMS	46	47	6.30	3.53
H236 ADJUST PAPER BUCKLES	45	46	6.25	4.23
-H259 REMOVE OR REPLACE ROLLERS	47	46	6.25	3.83
-E134 ADJUST INK ROLLERS	58	54	6.23	4.59
H249 REMOVE AND REPLACE FILTERS	24	27	6.23	3.75

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)

\*\* Task Difficulty has an average of 5.0 and a Standard Deviation of 1.0  
- Currently taught in the Basic Lithographer course

having less than 20 percent performing were part of an identifiable job being performed in the career ladder, retention of these elements may be warranted, but further review is recommended.

Several elements of the STS require review of the 3-skill level proficiency coding by training personnel and subject-matter experts. Tables 16 and 17 display data pertaining to these elements. Paragraphs 7b(1-4), 7c(3), 14a(1,3), 14b, and 15h(1,3) are coded with a dash (-). However, the percentages of first-job and first-enlistment members responding to key tasks matched to each element would support at least subject-knowledge level, and in some cases, performance level proficiency codes for these tasks.

Also requiring review are paragraphs 8b(1)(b) and (d), and 15g(1-3). These elements reflect a performance level of proficiency, while the percent of first-job and first-enlistment personnel responding to tasks keyed to these elements may support a dash (-). The data associated with the tasks matched to the micrographic elements of the STS, paragraphs 16b(1-3), suggest a dash (-) may be more appropriate than subject-knowledge. This recommendation is further supported by the relatively large amount of time spent on training by the Micrographics NCOICs discussed in the Analysis of Career Ladder Jobs. Training personnel and subject-matter experts should review the current proficiency codes to determine if they are justified in light of this survey data.

Tasks not matched to any element of the STS are listed at the end of the STS computer listing. Technical tasks were reviewed to determine if there were any tasks concentrated around any functions or jobs. In this match, no significant findings were found.

#### Plan of Instruction (POI)

Based on the previously mentioned assistance from the technical school subject-matter experts in matching inventory tasks to the 5ARD70330 POI, dated FY86, a computer product was generated displaying the results of the matching process. Information provided includes percent members performing data for first-job and first-enlistment personnel, as well as TE and TD ratings.

Review of the tasks matched to the POI reveals all but two of the POI objectives were well supported by survey data. Objectives not supported were D010 and G040 and are listed in Table 18. Both objectives contain tasks with low percent members performing and low TE and TD ratings.

There were eight tasks not matched to any POI objectives that were relatively high in TE ratings and were performed by over 30 percent of the first-job and first-enlistment personnel. This combination of data indicates formal training may be required and resident technical training could be supported. Table 19 lists the tasks not referenced.

Training personnel and subject-matter experts should perform a review of the unsupported POI objectives, as well as the unreferenced tasks to determine the necessity for training and the most effective method to accomplish it.

TABLE 16

## STS ELEMENTS REQUIRING REVIEW OF 3-SKILL LEVEL PROFICIENCY CODES

STS ELEMENT (WITH SELECTED SAMPLE TASKS)	PROF CODE	PERCENT MEMBERS PERFORMING		TE RATING*	TD RATING**
		1ST JOB (N=102)	1ST ENL (N=217)		
0015 7b(1). DECIDE MOST ECONOMICAL PRODUCTION METHOD	-	32	37	4.95	4.58
N435 DETERMINE METHOD OF REPRODUCTION	-				
0052 7b(2). ACCOMPLISH JOB LOGS	-	39	41	5.52	4.47
N438 MAINTAIN FILE OF WORK REQUESTS	-	43	43	5.48	4.75
N441 MAINTAIN JOB LOGS MANUALLY	-	44	47	5.18	4.19
E146 MAINTAIN LOGS OF JOBS PROCESSED	-				
0053 7b(3). MONITOR JOB STATUS	-	29	33	4.75	4.66
N445 TRACK DAILY PRODUCTION	-				
0054 7b(4). DISPATCH FINISHED JOBS	-				
N442 NOTIFY CUSTOMER OF COMPLETED WORK	-	57	61	5.61	3.27
N436 DISTRIBUTE COMPLETED WORK	-	51	53	5.09	3.84
E170 PROCESS OUTGOING DISTRIBUTION	-	47	51	5.00	3.96
I285 LABEL, ADDRESS, OR MAIL MATERIALS	-	35	32	3.89	3.14

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)  
 \*\* Average TD rating is 5.00

TABLE 16 (CONTINUED)  
STS ELEMENTS REQUIRING REVIEW OF 3-SKILL LEVEL PROFICIENCY CODES

STS ELEMENT (WITH SELECTED SAMPLE TASKS)	PROF CODE	PERCENT MEMBERS PERFORMING		TE RATING*	TD RATING**
		1ST JOB (N=102)	1ST ENL (N=217)		
0058 7c(3). PRODUCTION					
N438 MAINTAIN FILE OF WORK REQUESTS	-	39	41	5.52	4.47
N441 MAINTAIN JOB LOGS MANUALLY	-	43	43	5.48	4.75
E146 MAINTAIN LOGS OF JOBS PROCESSED	-	44	47	5.18	4.19
0139 14a(1). PAPER FEED TRAYS					
H237 ADJUST MULTISHEET DETECTORS	-	63	60	7.18	4.23
H242 CLEAR JAMS	-	73	68	7.09	3.67
H239 ADJUST PILE HEIGHT CONTROLS	-	69	64	7.05	4.12
E133 ADJUST FEEDER MECHANISMS	-	61	57	5.66	4.91
0141 14a(3). AUTOMATIC DOCUMENT FEEDER/HANDLER					
H242 CLEAR JAMS	-	73	68	7.09	3.67
E144 LOAD FEEDER SYSTEMS	-	46	47	6.30	3.53
E133 ADJUST FEEDER MECHANISMS	-	61	57	5.66	4.91
E176 UNLOAD FEEDER SYSTEMS	-	39	39	4.80	3.58

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)  
\*\* Average TD rating is 5.00

TABLE 16 (CONTINUED)

## STS ELEMENTS REQUIRING REVIEW OF 3-SKILL LEVEL PROFICIENCY CODES

STS ELEMENT (WITH SELECTED SAMPLE TASKS)	PROF CODE	PERCENT MEMBERS PERFORMING		TE RATING*	TD RATING**
		1ST JOB (N=102)	1ST ENL (N=217)		
0144 14b. ACCOMPLISH OPERATOR MAINTENANCE					
H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	-	54	57	6.95	5.56
0177 15h(1). COLLATE PRINTED WORK					
E171 MARRY SECTIONS BY HAND	-	57	57	5.64	2.99
I278 COLLATE PAPER BY HAND	-	69	63	5.16	2.85
I279 FOLD PAPER MANUALLY	-	30	24	4.16	2.78
0179 15h(3). PACKAGE COMPLETED JOBS					
I292 PACK PRINTED MATERIALS MANUALLY	-	37	35	4.05	3.02
I285 LABEL, ADDRESS, OR MAIL MATERIALS	-	35	32	3.89	3.14

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)

\*\* Average TD rating is 5.00

TABLE 17  
STS ELEMENTS REQUIRING REVIEW OF 3-SKILL LEVEL PROFICIENCY COPIES

STS ELEMENT (WITH SELECTED SAMPLE TASKS)	PROF CODE	PERCENT MEMBERS PERFORMING			TD	RATING**
		1ST JOB (N=102)	1ST ENL (N=217)	TE RATING*		
0065 8b(1)(b). LAYOUT						
L397 PREPARE LAYOUT DUMMIES	1a	9	11	3.64	5.06	
E140 INSPECT NEGATIVES	1a	9	9	3.52	5.30	
L395 POSITION AND TAPE NEGATIVES ON LAYOUT SHEETS	1a	14	13	3.45	4.92	
L388 CORRECT IMPERFECTIONS IN NEGATIVES	1a	13	12	3.41	4.54	
L396 POSITION TIC AND TRIM MARKS	1a	13	11	3.34	5.14	
L387 ASSEMBLE FLATS	1a	13	11	3.25	4.62	
L389 CUT MASKING SHEETS	1a	12	10	3.25	4.27	
L390 CUT WINDOWS IN FLATS	1a	15	13	3.23	4.13	
0067 8b(1)(d). PROCESSOR						
K364 CUT FILM TO SIZE	1a	11	9	3.73	4.13	
K374 PREPARE DEVELOPERS OR CHEMICALS	1a	9	8	3.70	5.53	
K372 MONITOR TEMPERATURE IN AUTOMATIC FILM PROCESSORS AND DRYERS	1a	10	9	3.45	4.58	
K366 DRAIN AUTOMATIC FILM PROCESSORS	1a	9	8	3.41	4.63	
K376 PROCESS FILM IN AUTOMATIC PROCESSORS AND DRYERS	1a	12	10	3.39	4.53	
K378 PROCESS TEST STRIPS THROUGH AUTOMATIC FILM PROCESSOR	1a	6	5	3.14	4.49	

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)  
 \*\* Average TD rating is 5.00

TABLE 17 (CONTINUED)

## STS ELEMENTS REQUIRING REVIEW OF 3-SKILL LEVEL PROFICIENCY CODES

STS ELEMENT (WITH SELECTED SAMPLE TASKS)	PERCENT MEMBERS PERFORMING			TD RATING**
	PROF CODE (N=102)	1ST JOB (N=217)	1ST ENL (N=217)	
0172 15g(1). ADJUST OPERATING COMPONENTS				
1274 ADJUST FOLDER MECHANISMS	2b	12	13	4.68
0173 15g(2). ATTACH ACCESSORIES				5.25
1284 INSTALL FOLDER PERFORATING, SCORING, OR SLITTING ATTACHMENTS	2b	7	5	3.93
0174 15g(3). FOLD DOCUMENTS				4.91
1287 LOAD FOLDING MACHINES	2b	13	14	4.89
0183 16b(1). CAMERA				4.08
E140 INSPECT NEGATIVES	A	9	9	3.52
M423 SELECT PHOTOGRAPHIC SEQUENCES	A	6	5	2.64
M422 SELECT MICROGRAPHIC CAMERAS	A	6	4	2.55
M419 SELECT FILM ENCODINGS, SUCH AS BLIP OR FRAME NUMBERING	A	5	4	2.39
				4.82

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)

\*\* Average TD rating is 5.00

TABLE 17 (CONTINUED)

## STS ELEMENTS REQUIRING REVIEW OF 3-SKILL LEVEL PROFICIENCY CODES

STS ELEMENT (WITH SELECTED SAMPLE TASKS)	PROF CODE	PERCENT MEMBERS PERFORMING		TE RATING*	TD RATING**
		1ST JOB (N=102)	1ST ENL (N=217)		
0184 16b(2). PROCESSOR					
M407 DEVELOP EXPOSED FILM	A	11	10	2.91	5.53
M408 FILL AND ADJUST CHEMICAL REPLENISHMENT SYSTEMS	A	10	9	2.73	4.89
M411 LOAD PROCESSORS	A	11	9	2.66	4.76
M416 PROCESS AND EXAMINE CONTROL STRIPS	A	7	4	2.61	5.00
0185 16b(3). DUPLICATING					
M410 LOAD DUPLICATORS	A	14	11	2.64	4.66
M412 MOUNT APERATURE CARDS	A	7	5	2.48	4.86

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)

\*\* Average TD rating is 5.00

TABLE 18  
UNSUPPORTED POI OBJECTIVES WITH LOW PERCENT MEMBERS PERFORMING TASKS  
(LESS THAN 30 PERCENT MEMBERS PERFORMING)

TASK	TE*	TD**	1ST	1ST ENL (N=217)
			JOB (N=102)	
<b>D 010. PRODUCE A MICROFORM MASTER/DUPLICATE;</b>				
M407	DEVELOP EXPOSED FILM	2.91	5.53	11
M428	SELECT REDUCTION RATIOS	2.84	4.67	8
M410	LOAD DUPLICATORS	2.64	4.66	14
M434	UNLOAD PROCESSORS	2.55	3.83	11
M432	TITLE FILM JACKETS	2.50	4.15	9
M412	MOUNT APERTURE CARDS	2.48	4.86	7
M406	CUT FICHE	2.41	3.49	10
<b>G 040. FOLD PAPER WITH THE POWER PAPER STITCHER;</b>				
I287	LOAD FOLDING MACHINES	4.89	4.08	13
I274	ADJUST FOLDER MECHANISMS	4.68	5.25	12
I284	INSTALL FOLDER PERFORATING, SCORING, OR SLITTING ATTACHMENTS	3.93	4.91	7

\* Mean TE rating is 3.38 and standard deviation is 1.80 (High TE=5.18)  
\*\* Average TD rating is 5.00

TABLE 19

TASKS NOT REFERENCED TO E5ABD70330 POI BLOCKS  
(30 PERCENT OR MORE RESPONDING)

TASKS	PERCENT MEMBERS PERFORMING		TNG EMPH*	TASK DIFF**
	1ST JOB (N=102)	1ST ENL (N=217)		
H264 REPAIR BLANKET LOW SPOTS	41	41	6.61	4.49
H255 REMOVE OR REPLACE MOLLETON COVERS	31	32	6.36	4.16
H238 ADJUST PAPER BUCKLES	45	46	6.25	4.23
H233 ADJUST IMPRESSION CYLINDER GRIPPERS	37	34	6.11	5.51
N441 MAINTAIN JOB LOGS MANUALLY	43	43	5.48	4.75
E172 SAFEGUARD CLASSIFIED MATERIAL	40	42	5.25	5.29
E146 MAINTAIN LOGS OF JOBS PROCESSED	44	47	5.18	5.29
N435 DETERMINE METHOD OF REPRODUCTION	32	37	4.95	4.58

\* Mean TE rating is 3.38 and the standard deviation is 1.80 (high TE = 5.18)

\*\* Average TD rating is 5.00 and the standard deviation is 1.00

## MAJCOM COMPARISONS

Tasks performed pertaining to the various Reprographic techniques and procedures and background data for personnel of the MAJCOMs with larger AFSC 703X0 populations were compared to determine whether job content varied as a function of assignment.

Table 20 displays the percent time spent in all duties across MAJCOMs. While the overall jobs performed across the commands were very similar, Systems Command varied in the percent time spent performing micrographic functions. Twenty-two percent of their time was spent in this area, significantly more than any other MAJCOM. Besides this exception, the jobs performed across the commands were much the same.

## IMPLICATIONS

This survey was conducted primarily to obtain current information for training personnel on the Reprographics career ladder for use in validating the STS and reviewing current training programs.

Overall, the Reprographics career ladder is clearly divided into supervisory, managerial and administrative, and technical jobs. Compared with the career ladder of 1981, the current structure is more consolidated, especially in the technical areas.

Review of the training documents revealed some weaknesses. Survey data matched to the STS indicated several adjustments in the 3-skill level proficiency coding may be required. The STS is otherwise very thorough and supported by the survey data. The POI contained two unsupported objectives. In addition, several tasks high in percent members performing, were unreferenced at the end of the POI. A review of the STS and POI by training personnel should be conducted to determine which areas in both documents need to be adjusted.

TABLE 20  
AVERAGE PERCENT TIME SPENT ON DUTIES ACROSS MAJOR COMMAND\*

DUTY AREA	SAC (N=119)	TAC (N=84)	USAFE (N=75)	MAC (N=52)	ATC (N=39)	PACAF (N=17)	AFSC (N=24)
A. ORGANIZING AND PLANNING	10	8	9	10	5	15	5
B. DIRECTING AND IMPLEMENTING	6	4	7	7	4	9	4
C. EVALUATING AND INSPECTING	6	4	7	7	5	9	4
D. TRAINING	2	2	2	2	4	2	2
E. PERFORMING GENERAL, ADMINISTRATIVE, SUPPLY AND COMMERCIAL PRINTING PROCUREMENT FUNCTIONS	15	15	14	14	9	16	14
F. PERFORMING COPY MANAGEMENT FUNCTIONS	5	3	5	7	2	14	4
G. PERFORMING PLATEMAKING FUNCTIONS	6	7	7	7	11	4	9
H. OPERATING AND MAINTAINING COPIERS/DUPLICATORS	15	15	17	13	19	7	8
I. PERFORMING BINDER FUNCTIONS	12	17	12	9	18	14	8
J. PERFORMING PRINTING PRESS FUNCTIONS	8	8	7	7	10	3	7
K. PERFORMING LITHOGRAPHIC CAMERA FUNCTIONS	2	2	2	1	6	-	6
L. PERFORMING LAYOUT AND STRIPPING FUNCTIONS	-	2	1	-	3	-	3
M. PERFORMING MICROGRAPHIC FUNCTIONS	1	2	2	5	-	-	22
N. PERFORMING PRODUCTION CONTROL FUNCTIONS	9	10	7	10	4	9	6

\* Columns may not add up to 100 percent due to rounding  
- Indicates less than 1 percent

## APPENDIX A

### SELECTED REPRESENTATIVE TASKS PERFORMED BY CAREER LADDER STRUCTURE GROUPS

TABLE A1  
REPRESENTATIVE TASKS PERFORMED BY  
REPROGRAPHIC SUPERVISORS  
(STG076, N=98)

<u>TASKS</u>	<u>PERCENT MEMBERS PERFORMING</u>
A35 PREPARE REPORTS	96
A5 DETERMINE WORK PRIORITIES	92
B44 DETERMINE MOST ECONOMICAL METHODS OF REPRODUCTION	92
B43 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED PROBLEMS	91
A19 ESTABLISH PRODUCTION STANDARDS	89
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	86
A18 ESTABLISH PRODUCTION CONTROLS	86
C99 PREPARE APR	85
N437 MAINTAIN CUSTOMER RELATIONS	84
A31 PLAN WORK ASSIGNMENTS	83
B68 WRITE CORRESPONDENCE	82
B61 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	82
A7 DEVELOP STANDARDS FOR PRINTED MATERIALS	82
C70 ANALYZE WORKLOAD REQUIREMENTS	82
E165 PREPARE PRODUCTION REPORTS	81
E139 INITIATE AF FORMS 9 (REQUEST FOR PURCHASE)	81
A21 MONITOR OPERATING COSTS	80
B49 DIRECT UTILIZATION OF EQUIPMENT	80
A16 ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	80
A8 DEVELOP WORK METHODS OR PROCEDURES	80
A15 ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS, OR STANDARD OPERATING PROCEDURES	79
E159 PLACE SERVICE CALLS	79
B48 DIRECT QUALITY CONTROL PROGRAMS	77
N442 NOTIFY CUSTOMER OF COMPLETED WORK	76
C71 CALCULATE RATES OF PRODUCTION	74
C69 ACCOUNT FOR MATERIALS EXPENDED	73
E146 MAINTAIN LOGS OF JOBS PROCESSED	72
N446 VERIFY DUPLICATING REQUESTS	71
N438 MAINTAIN FILE OF WORK REQUESTS	70
B67 SCHEDULE WORK ASSIGNMENTS	70
C85 EVALUATE DUPLICATING CENTER OPERATIONS	70
N435 DETERMINE METHOD OF REPRODUCTION	69
N445 TRACK DAILY PRODUCTION	68

TABLE A2  
REPRESENTATIVE TASKS PERFORMED BY  
COPIER MANAGERS  
(STG059, N=30)

TASKS	PERCENT MEMBERS PERFORMING
F183 EVALUATE COPIER JUSTIFICATION	100
F185 MAINTAIN RECORDS OF COPIER MONITORS	97
F184 EVALUATE COPIER USE	93
F189 MONITOR USAGE OF COPIERS ASSIGNED TO OTHER UNITS	93
F182 ESTABLISH CONTROLS FOR USE OF COPIERS	93
A35 PREPARE REPORTS	93
B52 IMPLEMENT COPIER PROGRAMS	90
C84 EVALUATE COPIER PROGRAMS	87
A11 ESTABLISH COPIER PROGRAMS	87
F188 MAKE ENTRIES ON AF FORMS 936 (COPIER COST AND PRODUCTION REPORT)	87
F187 MAKE ENTRIES ON AF FORMS 893 (CONSOLIDATED COPIER INVENTORY COST AND PRODUCTION REPORTS)	87
F180 CONDUCT ORIENTATION CLASSES FOR COPIER MONITORS	87
F178 ADVISE USERS ON COPYING PROCEDURES	83
A24 PLAN COPIER PROGRAMS	80
F179 ANALYZE PRODUCTION REPORTS	77
E139 INITIATE AF FORMS 9 (REQUEST FOR PURCHASE)	73
F192 REVIEW COPIER LOGS	67
F193 VALIDATE AF FORMS 893	63
E159 PLACE SERVICE CALLS	60
B68 WRITE CORRESPONDENCE	57
N437 MAINTAIN CUSTOMER RELATIONS	57
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	57
E169 PROCESS INCOMING DISTRIBUTION	57
E165 PREPARE PRODUCTION REPORTS	50
B65 PREPARE REQUISITIONS FOR SUPPLIES OR EQUIPMENT	50
E170 PROCESS OUTGOING DISTRIBUTION	50
A3 CALCULATE VALUE OF EQUIPMENT	50
F186 MAKE ENTRIES ON AF FORMS 884 (COPIER PRODUCTION LOG)	47
N446 VERIFY DUPLICATING REQUESTS	47
F181 CONDUCT ORIENTATION CLASSES FOR COPIER USERS	43
A5 DETERMINE WORK PRIORITIES	43
A9 DRAFT BUDGET OR FINANCIAL REQUIREMENTS	40
C86 EVALUATE EQUIPMENT BEFORE PURCHASE OR RENTAL	37
N438 MAINTAIN FILE OF WORK REQUESTS	37
F191 PREPARE SUPPLY INVENTORIES	33
F19C PREPARE SUPPLY COST STANDARDS	30

TABLE A3  
REPRESENTATIVE TASKS PERFORMED BY  
GENERAL PRINTING PERSONNEL CLUSTER  
(STG039, N=186)

TASKS	PERCENT MEMBERS PERFORMING
H248 REGULATE INK AND WATER BALANCE	98
H242 CLEAR JAMS	98
H236 ADJUST INK FLOW	98
H247 REGULATE AIR OR VACUUM FLOW	97
H245 MOUNT MASTERS ON MASTER CYLINDERS	95
H239 ADJUST PILE HEIGHT CONTROLS	95
H250 REMOVE MASTERS AND CLEAN BLANKETS	94
H243 MOISTEN DUPLICATING DAMPENING ROLLERS	94
H237 ADJUST MULTISHEET DETECTORS	94
H244 MOUNT BLANKETS ON BLANKET CYLINDERS	94
H232 ADJUST IMAGE ON OFFSET DUPLICATORS (OD)	92
I303 STAPLE PAPER	90
E134 ADJUST INK ROLLERS	86
H231 ADJUST GUIDES OR CYLINDERS	85
H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	84
I286 LOAD COLLATORS	84
I305 UNLOAD COLLATORS	84
E133 ADJUST FEEDER MECHANISMS	84
I278 COLLATE PAPER BY HAND	84
I281 INSPECT SEQUENCING OF PAGES	82
H259 REMOVE OR REPLACE ROLLERS	81
I276 ADJUST STITCHERS	80
G201 ADJUST POSITION OF IMAGES ON ELECTROSTATIC MASTERS	77
E137 DILUTE OR MIX CHEMICALS	76
G196 ADJUST EMI EXPOSURE TIME	76
H268 SORT ORIGINALS	75
I290 MARRY SECTIONS BY HAND	75
I304 TRIM PAPER	74
G211 INSPECT PLATES	71
J349 SET INK OR WATER CONTROLS	69
E144 LOAD FEEDER SYSTEMS	68
N442 NOTIFY CUSTOMER OF COMPLETED WORK	66
J325 ATTACH PLATES TO PLATE CYLINDERS	66
E170 PROCESS OUTGOING DISTRIBUTION	65
E138 DISTRIBUTE COMPLETED PRODUCTS	63
J345 REPLENISH INK FOUNTAINS	61
N437 MAINTAIN CUSTOMER RELATIONS	59

TABLE A4  
REPRESENTATIVE TASKS PERFORMED BY  
DUPLICATING CENTER PRINTING PERSONNEL  
(STG089, N=137)

TASKS	PERCENT MEMBERS PERFORMING
H248 REGULATE INK AND WATER BALANCE	100
H242 CLEAR JAMS	99
H236 ADJUST INK FLOW	99
H247 REGULATE AIR OR VACUUM FLOW	99
H245 MOUNT MASTERS ON MASTER CYLINDERS	97
H250 REMOVE MASTERS AND CLEAN BLANKETS	97
H243 MOISTEN DUPLICATING DAMPENING ROLLERS	96
H239 ADJUST PILE HEIGHT CONTROLS	96
H244 MOUNT BLANKETS ON BLANKET CYLINDERS	96
H237 ADJUST MULTISHEET DETECTORS	95
H232 ADJUST IMAGE ON OFFSET DUPLICATORS (OD)	93
I303 STAPLE PAPER	91
H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	87
H231 ADJUST GUIDES OR CYLINDERS	85
E134 ADJUST INK ROLLERS	85
E133 ADJUST FEEDER MECHANISMS	84
I286 LOAD COLLATORS	83
I305 UNLOAD COLLATORS	83
H259 REMOVE OR REPLACE ROLLERS	83
I281 INSPECT SEQUENCING OF PAGES	82
I276 ADJUST STITCHERS	80
G201 ADJUST POSITION OF IMAGES ON ELECTROSTATIC MASTERS	77
E137 DILUTE OR MIX CHEMICALS	76
I290 MARRY SECTIONS BY HAND	76
G196 ADJUST EMI EXPOSURE TIME	75
H268 SORT ORIGINALS	74
I238 ADJUST PAPER BUCKLES	73
I304 TRIM PAPER	72
N442 NOTIFY CUSTOMER OF COMPLETED WORK	70
G211 INSPECT PLATES	68
E144 LOAD FEEDER SYSTEMS	66
J349 SET INK OR WATER CONTROLS	66
E138 DISTRIBUTE COMPLETED PRODUCTS	66
E170 PROCESS OUTGOING DISTRIBUTION	66
J325 ATTACH PLATES TO PLATE CYLINDERS	64
N437 MAINTAIN CUSTOMER RELATIONS	63
J345 REPLENISH INK FOUNTAINS	58

TABLE A5  
REPRESENTATIVE TASKS PERFORMED BY  
PRINTING PLANT PRINTING PERSONNEL  
(STG081, N=29)

<u>TASKS</u>	<u>PERCENT MEMBERS PERFORMING</u>
K376 PROCESS FILM IN AUTOMATIC FILM PROCESSORS AND DRYERS	97
K384 SET CAMERA EXPOSURE TIMES	97
K383 SET CAMERA APERTURES	97
K375 PREPARE NEGATIVES OR POSITIVES TO JOB SPECIFICATIONS	93
K371 MAKE CONTACT NEGATIVES OR POSITIVES	93
K355 ADJUST COPYBOARDS	93
G211 INSPECT PLATES	93
K356 ADJUST LENSBOARD	93
K364 CUT FILM TO SIZE	93
K372 MONITOR TEMPERATURE IN AUTOMATIC FILM PROCESSORS AND DRYERS	93
E140 INSPECT NEGATIVES	90
K370 LOAD COPYBOARD	90
G216 PREPARE PLATES USING SINGLE BURN METHOD	90
H248 REGULATE INK AND WATER BALANCE	90
H250 REMOVE MASTERS AND CLEAN BLANKETS	90
H245 MOUNT MASTERS ON MASTER CYLINDERS	90
H236 ADJUST INK FLOW	90
I278 COLLATE PAPER BY HAND	90
H242 CLEAR JAMS	90
I304 TRIM PAPER	90
E133 ADJUST FEEDER MECHANISMS	90
K365 DETERMINE JOB SPECIFICATIONS FOR PREPARING NEGATIVES OR POSITIVES	90
L388 CORRECT IMPERFECTIONS IN NEGATIVES	90
E176 UNLOAD FEEDER SYSTEMS	90
E173 SAVE SCRAP MATERIAL FOR THE SILVER RECOVERY PROGRAM	86
I303 STAPLE PAPER	86
H232 ADJUST IMAGE ON OFFSET DUPLICATORS (OD)	86
I305 UNLOAD COLLATORS	86
E172 SAFEGUARD CLASSIFIED MATERIAL	83
E137 DILUTE OR MIX CHEMICALS	83
J317 ADJUST KEYS ON INK FOUNTAIN BLADES	83
H268 SORT ORIGINALS	83
K386 UNLOAD COPYBOARD	83
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	83
J349 SET INK OR WATER CONTROLS	79
I290 MARRY SECTIONS BY HAND	76

TABLE A6  
REPRESENTATIVE TASKS PERFORMED BY  
PRINTING PRESS PERSONNEL  
(STG065, N=9)

TASKS	PERCENT MEMBERS PERFORMING
J325 ATTACH PLATES TO PLATE CYLINDERS	100
J349 SET INK OR WATER CONTROLS	100
J345 REPLENISH INK FOUNTAINS	100
J346 REPLENISH WATER FOUNTAINS	100
J317 ADJUST KEYS ON INK FOUNTAIN BLADES	100
J350 SET KEYS ON INK FOUNTAIN BLADES	100
J324 ATTACH BLANKETS TO BLANKET CYLINDERS	89
J333 PERFORM OPERATOR MAINTENANCE ON PRINTING PRESSES	89
J340 REMOVE OR REPLACE INK ROLLERS	89
J335 PREPARE PLATES FOR MOUNTING	89
J343 REMOVE OR REPLACE WATER ROLLERS	89
J321 ADJUST REGISTRATION POSITION	89
J353 UNLOAD DELIVERY SYSTEMS	78
J316 ADJUST IMPRESSION CYLINDER PRESSURE	78
J323 ADJUST WATER ROLLERS	78
G211 INSPECT PLATES	67
G201 ADJUST POSITION OF IMAGES ON ELECTROSTATIC MASTERS	67
I303 STAPLE PAPER	67
G196 ADJUST EMI EXPOSURE TIME	67
J334 PREPARE BLANKETS FOR MOUNTING	67
J326 COVER DAMPENING ROLLERS	67
I290 MARRY SECTIONS BY HAND	67
I304 TRIM PAPER	67
E133 ADJUST FEEDER MECHANISMS	67
J312 ADJUST DELIVERY MECHANISMS	67
E134 ADJUST INK ROLLERS	67
G205 COMPUTE AMOUNT OF ENLARGEMENT OR REDUCTION OF IMAGES	56
G214 PREPARE OFFSET PLATES USING EMI	56
I286 LOAD COLLATORS	56
I281 INSPECT SEQUENCING OF PAGES	56
J341 REMOVE OR REPLACE SEPARATOR FINGERS	56
I305 UNLOAD COLLATORS	56
G206 COMPUTE PLATEMAKER EXPOSURE TIMES	44
G210 FUSE PLATES	44
E137 DILUTE OR MIX CHEMICALS	44
C076 EDIT PRESS PLATES FOR REPRODUCABLE QUALITY	44
E168 PRINT AND EXAMINE PROOFSHEETS	33

TABLE A7

REPRESENTATIVE TASKS PERFORMED BY  
BINDERY PERSONNEL  
(STG097, N=11)

TASKS	PERCENT MEMBERS PERFORMING
I286 LOAD COLLATORS	100
I281 INSPECT SEQUENCING OF PAGES	100
I305 UNLOAD COLLATORS	91
I303 STAPLE PAPER	91
I304 TRIM PAPER	91
I278 COLLATE PAPER BY HAND	91
I276 ADJUST STITCHERS	91
I290 MARRY SECTIONS BY HAND	82
I307 WAX DRILL BIT ENDS	82
I293 PERFORM OPERATOR MAINTENANCE ON BINDERY EQUIPMENT	82
I300 SELECT WIRE AND LOAD SPOOLS	82
I282 INSTALL DRILL BITS	82
I292 PACK PRINTED MATERIALS MANUALLY	73
I273 ADJUST DRILL SIDE GAUGES	73
I294 POSITION STITCHER TABLES	73
I279 FOLD PAPER MANUALLY	73
I289 MAIL MATERIALS	64
I274 ADJUST FOLDER MECHANISMS	64
I280 INSPECT CUTTERS FOR ACCURACY	64
I285 LABEL, ADDRESS, OR MAIL MATERIALS	55
I287 LOAD FOLDING MACHINES	55
I308 WRAP PRINTED MATERIALS BY MACHINE	55
I284 INSTALL FOLDER PERFORATING, SCORING, OR SLITTING ATTACHMENTS	55
I272 ADJUST DRILL BACK GAUGES	55
I301 SHARPEN DRILL BITS	55
I299 REMOVE OR REPLACE STITCHER PARTS	55
I309 WRAP PRINTED MATERIALS MANUALLY	45
I298 REMOVE OR REPLACE CUTTING STICKS	45
I302 SQUARE UP BACK GAUGES AND ADJUST TAPES	36
I275 ADJUST JAGGER STAPLER SETTINGS	36
E138 DISTRIBUTE COMPLETED PRODUCTS	27
M436 DISTRIBUTE COMPLETED WORK	27
I288 LOAD GATHERERS	27
E144 LOAD FEEDER SYSTEMS	27
E170 PROCESS OUTGOING DISTRIBUTION	27
I306 UNLOAD GATHERERS	18

TABLE A8  
REPRESENTATIVE TASKS PERFORMED BY  
PRODUCTION CONTROL PERSONNEL CLUSTER  
(STG033, N=38)

TASKS	PERCENT MEMBERS PERFORMING
N438 MAINTAIN FILE OF WORK REQUESTS	95
N442 NOTIFY CUSTOMER OF COMPLETED WORK	95
N437 MAINTAIN CUSTOMER RELATIONS	92
N446 VERIFY DUPLICATING REQUESTS	87
N441 MAINTAIN JOB LOGS MANUALLY	79
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	79
E146 MAINTAIN LOGS OF JOBS PROCESSED	79
N436 DISTRIBUTE COMPLETED WORK	79
E169 PROCESS INCOMING DISTRIBUTION	79
E170 PROCESS OUTGOING DISTRIBUTION	71
A005 DETERMINE WORK PRIORITIES	66
E159 PLACE SERVICE CALLS	66
N435 DETERMINE METHOD OF REPRODUCTION	63
N445 TRACK DAILY PRODUCTION	58
N447 VERIFY PRINTING REQUESTS	55
E138 DISTRIBUTE COMPLETED PRODUCTS	55
I303 STAPLE PAPER	54
H230 ADD TONERS	50
I276 ADJUST STITCHERS	42
I304 TRIM PAPER	42
I290 MARRY SECTIONS BY HAND	42
I281 INSPECT SEQUENCING OF PAGES	39
I307 WAX DRILL BIT ENDS	39
I278 COLLATE PAPER BY HAND	39
N440 MAINTAIN JOB LOGS IN COMPUTER	37
I285 LABEL, ADDRESS, OR MAIL MATERIALS	37
H242 CLEAR JAMS	37
E158 PICK UP SUPPLIES	37
I286 LOAD COLLATORS	32
I289 MAIL MATERIALS	32
E165 PREPARE PRODUCTION REPORTS	32
I305 UNLOAD COLLATORS	32
E172 SAFEGUARD CLASSIFIED MATERIAL	29
A18 ESTABLISH PRODUCTION CONTROLS	26
N439 MAINTAIN INVENTORIES IN COMPUTER	24
F178 ADVISE USERS ON COPYING PROCEDURES	21
B44 DETERMINE MOST ECONOMICAL METHODS OF REPRODUCTION	21

TABLE A9

REPRESENTATIVE TASKS PERFORMED BY  
 DUPLICATING CENTER PRODUCTION CONTROL PERSONNEL  
 (STG049, N=23)

TASKS	PERCENT MEMBERS PERFORMING
N438 MAINTAIN FILE OF WORK REQUESTS	100
N442 NOTIFY CUSTOMER OF COMPLETED WORK	100
N437 MAINTAIN CUSTOMER RELATIONS	96
E146 MAINTAIN LOGS OF JOBS PROCESSED	91
N446 VERIFY DUPLICATING REQUESTS	91
E169 PROCESS INCOMING DISTRIBUTION	91
N436 DISTRIBUTE COMPLETED WORK	91
N441 MAINTAIN JOB LOGS MANUALLY	87
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	87
E170 PROCESS OUTGOING DISTRIBUTION	83
H230 ADD TONERS	78
E159 PLACE SERVICE CALLS	74
A005 DETERMINE WORK PRIORITIES	74
I303 STAPLE PAPER	74
I290 MARRY SECTIONS BY HAND	65
N435 DETERMINE METHOD OF REPRODUCTION	61
N445 TRACK DAILY PRODUCTION	61
E138 DISTRIBUTE COMPLETED PRODUCTS	61
I281 INSPECT SEQUENCING OF PAGES	57
I285 LABEL, ADDRESS, OR MAIL MATERIALS	57
H242 CLEAR JAMS	57
H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	57
I276 ADJUST STITCHERS	57
I304 TRIM PAPER	57
E158 PICK UP SUPPLIES	52
I273 ADJUST DRILL SIDE GAUGES	52
I289 MAIL MATERIALS	48
N447 VERIFY PRINTING REQUESTS	43
E142 INVENTORY SUPPLIES	43
E165 PREPARE PRODUCTION REPORTS	39
H268 SORT ORIGINALS	39
F178 ADVISE USERS ON COPYING PROCEDURES	35
C073 EDIT COMPLETED WORK FOR COMPLIANCE WITH WORK REQUESTS	35
F188 MAKE ENTRIES ON AF FORMS 936 (COPIER COST AND PRODUCTION REPORT)	30
F185 MAINTAIN RECORDS OF COPIER MONITORS	26
F189 MONITOR USAGE OF COPIERS ASSIGNED TO OTHER UNITS	26

TABLE A10

REPRESENTATIVE TASKS PERFORMED BY  
 PRINTING PLANT PRODUCTION CONTROL PERSONNEL  
 (STG090, N=11)

TASKS	PERCENT MEMBERS PERFORMING
N437 MAINTAIN CUSTOMER RELATIONS	100
N438 MAINTAIN FILE OF WORK REQUESTS	100
N442 NOTIFY CUSTOMER OF COMPLETED WORK	100
N447 VERIFY PRINTING REQUESTS	73
N440 MAINTAIN JOB LOGS IN COMPUTER	73
N446 VERIFY DUPLICATING REQUESTS	73
N435 DETERMINE METHOD OF REPRODUCTION	73
N436 DISTRIBUTE COMPLETED WORK	73
N441 MAINTAIN JOB LOGS MANUALLY	64
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	64
N445 TRACK DAILY PRODUCTION	64
E169 PROCESS INCOMING DISTRIBUTION	64
E146 MAINTAIN LOGS OF JOBS PROCESSED	64
E170 PROCESS OUTGOING DISTRIBUTION	64
A5 DETERMINE WORK PRIORITIES	55
E138 DISTRIBUTE COMPLETED PRODUCTS	55
E159 PLACE SERVICE CALLS	55
N439 MAINTAIN INVENTORIES IN COMPUTER	45
A18 ESTABLISH PRODUCTION CONTROLS	27
B44 DETERMINE MOST ECONOMICAL METHODS OF REPRODUCTION	27
E172 SAFEGUARD CLASSIFIED MATERIAL	27
D120 EVALUATE OJT TRAINEES	27
B68 WRITE CORRESPONDENCE	27
D116 DIRECT OR IMPLEMENT OJT PROGRAMS	27
B43 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED PROBLEMS	27
E165 PREPARE PRODUCTION REPORTS	18
C99 PREPARE APR	18
D106 CONDUCT OJT	18
D109 COUNSEL TRAINEES ON TRAINING PROGRESS	18
A15 ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS, OR STANDARD OPERATING PROCEDURES	18
B63 MAINTAIN PUBLICATION LIBRARIES	9
A16 ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	9
N443 PREPARE COST REPORTS	9
C70 ANALYZE WORKLOAD REQUIREMENTS	9

TABLE A11  
REPRESENTATIVE TASKS PERFORMED BY  
PHOTOLITHOGRAPHY PERSONNEL  
(STG053, N=6)

TASKS	PERCENT MEMBERS PERFORMING
L390 CUT WINDOWS IN FLATS	100
L392 LABEL FLATS	100
L387 ASSEMBLE FLATS	100
L395 POSITION AND TAPE NEGATIVES ON LAYOUT SHEETS	100
L399 PUNCH FLATS FOR REGISTRATION	100
L388 CORRECT IMPERFECTIONS IN NEGATIVES	100
L396 POSITION TIC AND TRIM MARKS	100
L393 MASK UNWANTED AREAS OF NEGATIVES OR POSITIVES	100
L391 FILE NEGATIVES	83
G209 DEVELOP PLATES	83
L403 STORE FLATS	83
L404 STRIP INSERTS	83
E137 DILUTE OR MIX CHEMICALS	83
K370 LOAD COPYBOARD	67
K384 SET CAMERA EXPOSURE TIMES	67
K386 UNLOAD COPYBOARD	67
L389 CUT MASKING SHEETS	67
G215 PREPARE PLATES USING MULTIPLE BURN METHOD	67
G216 PREPARE PLATES USING SINGLE BURN METHOD	67
K383 SET CAMERA APERTURES	67
L397 PREPARE LAYOUT DUMMIES	67
K364 CUT FILM TO SIZE	67
L394 PERFORM OPERATOR MAINTENANCE ON LAYOUT EQUIPMENT	67
G207 CORRECT DEFECTS ON PLATES	67
L401 SCRIBE NEGATIVES	67
K382 SELECT MAGENTA OR GRAY CONTACT HALFTONE SCREENS	53
K375 PREPARE NEGATIVES OR POSITIVES TO JOB SPECIFICATIONS	50
K371 MAKE CONTACT NEGATIVES OR POSITIVES	50
L402 SELECT AND ATTACH SCREENS	50
F172 SAFEGUARD CLASSIFIED MATERIAL	50
D106 CONDUCT OJT	50
L405 TAB FILM FOR COMPLEX REGISTRATION	50
K363 COMPUTE LENS SETTINGS	50
K376 PROCESS FILM IN AUTOMATIC FILM PROCESSORS AND DRYERS	50
G224 PUNCH PLATES FOR REGISTRATION	33
N442 NOTIFY CUSTOMER OF COMPLETED WORK	33
N437 MAINTAIN CUSTOMER RELATIONS	33

TABLE A12  
 REPRESENTATIVE TASKS PERFORMED BY  
 MICROGRAPHICS PERSONNEL CLUSTER  
 (STG022, N=23)

TASKS	PERCENT MEMBERS PERFORMING
M410 LOAD DUPLICATORS	100
M409 INSPECT COMPLETED WORK	96
M407 DEVELOP EXPOSED FILM	96
M413 PACKAGE FICHE	91
M433 UNLOAD DUPLICATORS	91
M411 LOAD PROCESSORS	91
M434 UNLOAD PROCESSORS	91
M408 FILL AND ADJUST CHEMICAL REPLENISHMENT SYSTEMS	91
M406 CUT FICHE	87
M415 PERFORM OPERATOR MAINTENANCE ON MICROGRAPHIC EQUIPMENT	78
M430 TEST FILM DENSITY WITH DENSITOMETERS	74
M424 SELECT REDUCTION RATIOS	70
E173 SAVE SCRAP MATERIAL FOR THE SILVER RECOVERY PROGRAM	65
M432 TITLE FILM JACKETS	65
M429 SET TEMPERATURE CONTROLS	65
E148 MAKE ENTRIES ON AF FORMS 725 (REQUISITION FOR MICROFORM PRODUCTION SERVICES)	61
E172 SAFEGUARD CLASSIFIED MATERIAL	57
M422 SELECT MICROGRAPHIC CAMERAS	57
E146 MAINTAIN LOGS OF JOBS PROCESSED	57
M428 SET REDUCTION RATIOS	57
E137 DILUTE OR MIX CHEMICALS	57
M427 SET LIGHTING INTENSITY	52
M423 SELECT PHOTOGRAPHIC SEQUENCES	52
M416 PROCESS AND EXAMINE CONTROL STRIPS	48
M426 SET FILM SPEEDS	48
M417 PROGRAM COM JOBS	43
E159 PLACE SERVICE CALLS	43
M431 TEST FILM RESOLUTION WITH MICROSCOPES	43
M419 SELECT FILM ENCODINGS, SUCH AS BLIP OR FRAME NUMBERING	39
M414 PERFORM METHANE BLUE TESTS (HYPO)	39
N436 DISTRIBUTE COMPLETED WORK	35
M412 MOUNT APERTURE CARDS	35
N437 MAINTAIN CUSTOMER RELATIONS	35
M420 SELECT FILM MODES, SUCH AS COMIC OR CINE	35
N441 MAINTAIN JOB LOGS MANUALLY	30

TABLE A13  
 REPRESENTATIVE TASKS PERFORMED BY  
 MICROGRAPHIC SPECIALISTS  
 (STG072, N=14)

TASKS	PERCENT MEMBERS PERFORMING
M409 INSPECT COMPLETED WORK	100
M410 LOAD DUPLICATORS	100
M411 LOAD PROCESSORS	100
M407 DEVELOP EXPOSED FILM	100
M434 UNLOAD PROCESSORS	100
M408 FILL AND ADJUST CHEMICAL REPLENISHMENT SYSTEMS	100
M433 UNLOAD DUPLICATORS	93
M406 CUT FICHE	93
M413 PACKAGE FICHE	93
E173 SAVE SCRAP MATERIAL FOR THE SILVER RECOVERY PROGRAM	71
M415 PERFORM OPERATOR MAINTENANCE ON MICROGRAPHIC EQUIPMENT	71
M430 TEST FILM DENSITY WITH DENSITOMETERS	71
M424 SELECT REDUCTION RATIOS	64
E148 MAKE ENTRIES ON AF FORMS 725 (REQUISITION FOR MICROFORM PRODUCTION SERVICES)	64
M429 SET TEMPERATURE CONTROLS	64
M432 TITLE FILM JACKETS	57
M428 SET REDUCTION RATIOS	57
M427 SET LIGHTING INTENSITY	57
E172 SAFEGUARD CLASSIFIED MATERIAL	50
N442 NOTIFY CUSTOMER OF COMPLETED WORK	50
E146 MAINTAIN LOGS OF JOBS PROCESSED	50
M426 SET FILM SPEEDS	50
E137 DILUTE OR MIX CHEMICALS	50
M414 PERFORM METHANE BLUE TESTS (HYPO)	50
M422 SELECT MICROGRAPHIC CAMERAS	43
M417 PROGRAM COM JOBS	43
M416 PROCESS AND EXAMINE CONTROL STRIPS	43
M412 MOUNT APERTURE CARDS	43
M423 SELECT PHOTOGRAPHIC SEQUENCES	43
N436 DISTRIBUTE COMPLETED WORK	36
M419 SELECT FILM ENCODINGS, SUCH AS BLIP OR FRAME NUMBERING	36
E159 PLACE SERVICE CALLS	36
M431 TEST FILM RESOLUTION WITH MICROSCOPES	36
N441 MAINTAIN JOB LOGS MANUALLY	29
N437 MAINTAIN CUSTOMER RELATIONS	29
M420 SELECT FILM MODES, SUCH AS COMIC OR CINE	29

TABLE A14  
REPRESENTATIVE TASKS PERFORMED BY  
MICROGRAPHIC NCOTCs  
(STG063, N=7)

TASKS	PERCENT MEMBERS PERFORMING
M433 UNLOAD DUPLICATORS	100
M410 LOAD DUPLICATORS	100
M411 LOAD PROCESSORS	100
M409 INSPECT COMPLETED WORK	100
M434 UNLOAD PROCESSORS	100
D106 CONDUCT OJT	100
M407 DEVELOP EXPOSED FILM	100
M408 FILL AND ADJUST CHEMICAL REPLENISHMENT SYSTEMS	100
M415 PERFORM OPERATOR MAINTENANCE ON MICROGRAPHIC EQUIPMENT	100
M432 TITLE FILM JACKETS	100
M422 SELECT MICROGRAPHIC CAMERAS	86
M406 CUT FICHE	86
D109 COUNSEL TRAINEES ON TRAINING PROGRESS	86
M413 PACKAGE FICHE	86
M424 SELECT REDUCTION RATIOS	86
M430 TEST FILM DENSITY WITH DENSITOMETERS	86
C99 PREPARE APR	86
B43 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED PROBLEMS	71
E172 SAFEGUARD CLASSIFIED MATERIAL	71
M429 SET TEMPERATURE CONTROLS	71
E146 MAINTAIN LOGS OF JOBS PROCESSED	71
B67 SCHEDULE WORK ASSIGNMENTS	71
M428 SET REDUCTION RATIOS	71
E148 MAKE ENTRIES ON AF FORMS 725 (REQUISITION FOR MICROFORM PRODUCTION SERVICES)	71
D120 EVALUATE OJT TRAINEES	71
E173 SAVE SCRAP MATERIAL FOR THE SILVER RECOVERY PROGRAM	71
M423 SELECT PHOTOGRAPHIC SEQUENCES	71
B55 IMPLEMENT MICROGRAPHIC FACILITY OPERATIONS	71
B61 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	71
A27 PLAN MICROGRAPHIC FACILITY OPERATIONS	71
N437 MAINTAIN CUSTOMER RELATIONS	57
N435 DETERMINE METHOD OF REPRODUCTION	57
N442 NOTIFY CUSTOMER OF COMPLETED WORK	57
M417 PROGRAM COM JOBS	57

APPENDIX B

SELECTED REPRESENTATIVE TASKS PERFORMED BY  
DAFSC GROUPS

TABLE B1  
REPRESENTATIVE TASKS PERFORMED BY  
DAFSC 70330/70350 AIRMEN  
(PERCENT MEMBERS PERFORMING)

TASKS	70330/ 70350 (N=347)
H242 CLEAR JAMS	66
I303 STAPLE PAPER	64
H248 REGULATE INK AND WATER BALANCE	61
H236 ADJUST INK FLOW	61
N442 NOTIFY CUSTOMER OF COMPLETED WORK	60
E159 PLACE SERVICE CALLS	60
H239 ADJUST PILE HEIGHT CONTROLS	59
H247 REGULATE AIR OR VACUUM FLOW	59
I278 COLLATE PAPER BY HAND	59
I281 INSPECT SEQUENCING OF PAGES	57
I286 LOAD COLLATORS	57
H250 REMOVE MASTERS AND CLEAN BLANKETS	57
I305 UNLOAD COLLATORS	56
I290 MARRY SECTIONS BY HAND	56
H246 PERFORM OPERATOR MAINTENANCE ON COPIERS OR DUPLICATORS	56
H232 ADJUST IMAGE ON OFFSET DUPLICATORS (OD)	56
H245 MOUNT MASTERS ON MASTER CYLINDERS	56
N437 MAINTAIN CUSTOMER RELATIONS	55
I276 ADJUST STITCHERS	55
H243 MOISTEN DUPLICATING DAMPENING ROLLERS	55
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	54
E170 PROCESS OUTGOING DISTRIBUTION	54
H230 ADD TONERS	54
I304 TRIM PAPER	52
E146 MAINTAIN LOGS OF JOBS PROCESSED	51
N436 DISTRIBUTE COMPLETED WORK	51
E137 DILUTE OR MIX CHEMICALS	49
E138 DISTRIBUTE COMPLETED PRODUCTS	48
E169 PROCESS INCOMING DISTRIBUTION	48
A5 DETERMINE WORK PRIORITIES	48
H268 SORT ORIGINALS	47
N438 MAINTAIN FILE OF WORK REQUESTS	45
G211 INSPECT PLATES	45
N441 MAINTAIN JOB LOGS MANUALLY	44
N446 VERIFY DUPLICATING REQUESTS	42
E172 SAFEGUARD CLASSIFIED MATERIAL	42
N445 TRACK DAILY PRODUCTION	38

TABLE B2  
REPRESENTATIVE TASKS PERFORMED BY  
DAFSC 70370 AIRMEN  
(PERCENT MEMBERS PERFORMING)

<u>TASKS</u>	<u>70370 (N=100)</u>
A35 PREPARE REPORTS	78
A5 DETERMINE WORK PRIORITIES	75
B43 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED PROBLEMS	73
B68 WRITE CORRESPONDENCE	70
E171 REVIEW PRINTING OR DUPLICATION REQUESTS	69
C99 PREPARE APR	69
B44 DETERMINE MOST ECONOMICAL METHODS OF REPRODUCTION	67
E139 INITIATE AF FORMS 9 (REQUEST FOR PURCHASE)	67
E159 PLACE SERVICE CALLS	65
A16 ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	65
B50 DIRECT WORK CENTER ACTIVITIES	62
A19 ESTABLISH PRODUCTION STANDARDS	62
B61 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	61
N437 MAINTAIN CUSTOMER RELATIONS	60
A21 MONITOR OPERATING COSTS	60
N435 DETERMINE METHOD OF REPRODUCTION	60
A15 ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS, OR STANDARD OPERATING PROCEDURES	60
A18 ESTABLISH PRODUCTION CONTROLS	58
E165 PREPARE PRODUCTION REPORTS	58
B48 DIRECT QUALITY CONTROL PROGRAMS	58
C70 ANALYZE WORKLOAD REQUIREMENTS	58
C86 EVALUATE EQUIPMENT BEFORE PURCHASE OR RENTAL	56
N446 VERIFY DUPLICATING REQUESTS	56
E169 PROCESS INCOMING DISTRIBUTION	54
N438 MAINTAIN FILE OF WORK REQUESTS	52
N441 MAINTAIN JOB LOGS MANUALLY	52
N445 TRACK DAILY PRODUCTION	51
F184 EVALUATE COPIER USE	49
F183 EVALUATE COPIER JUSTIFICATION	48
C84 EVALUATE COPIER PROGRAMS	48
E158 PICK UP SUPPLIES	43
F185 MAINTAIN RECORDS OF COPIER MONITORS	43
F189 MONITOR USAGE OF COPIERS ASSIGNED TO OTHER UNITS	39

TABLE B3  
REPRESENTATIVE TASKS PERFORMED BY  
DAFSC 70390 AIRMEN  
(PERCENT MEMBERS PERFORMING)

TASKS	70390 (N=8)
B68 WRITE CORRESPONDENCE	100
A35 PREPARE REPORTS	100
C83 EVALUATE COMPLIANCE WITH PERFORMANCE STANDARDS	100
B61 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	100
B43 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED PROBLEMS	100
C86 EVALUATE EQUIPMENT BEFORE PURCHASE OR RENTAL	100
A34 PREPARE PERSONNEL RECOGNITION AWARDS	100
C90 EVALUATE MAINTENANCE OR USE OF WORKSPACE, EQUIPMENT, OR SUPPLIES	100
A16 ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	100
A7 DEVELOP STANDARDS FOR PRINTED MATERIALS	100
A9 DRAFT BUDGET OR FINANCIAL REQUIREMENTS	100
A4 DETERMINE REQUIREMENTS FOR SPACE, EQUIPMENT, PERSONNEL, OR SUPPLIES	100
A15 ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS, OR STANDARD OPERATING PROCEDURES	100
C93 EVALUATE PROCEDURES FOR STORAGE, INVENTORY, OR INSPECTION OF PROPERTY ITEMS	100
C96 EVALUATE SUGGESTIONS	100
A21 MONITOR OPERATING COSTS	88
C99 PREPARE APR	88
B44 DETERMINE MOST ECONOMICAL METHODS OF REPRODUCTION	88
C70 ANALYZE WORKLOAD REQUIREMENTS	88
C79 ENDORSE AIRMAN PERFORMANCE REPORTS (APR)	88
C1C2 WRITE STAFF STUDIES, SURVEYS, OR SPECIAL REPORTS	88
C88 EVALUATE INSPECTION REPORTS OR PROCEDURES	88
C69 ACCOUNT FOR MATERIALS EXPENDED	88
C81 EVALUATE BUDGET OR FINANCIAL REQUIREMENTS	88
C94 EVALUATE SAFETY PROGRAMS	88
A31 PLAN WORK ASSIGNMENTS	88
B42 CONDUCT STAFF MEETINGS	88
E135 COMPUTE COST PRODUCTION DATA	75
C92 EVALUATE PRINTING PLANT OPERATIONS	63
B50 DIRECT WORK CENTER ACTIVITIES	63
N437 MAINTAIN CUSTOMER RELATIONS	50

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